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ABSTRACT

Focused on the development of definitions and guidelines for management statistics, this Systems and Procedures Exchange Center (SPEC) kit is based on the responses of 91 academic members of the Association of Research Libraries (ARL) to a survey investigating their internal uses of statistics, external statistics reporting, and tools for gathering statistics. This survey was mailed to 106 ARL libraries in September 1986. A concise summary of survey results discusses the gathering of management statistics, internal uses of management statistics, the nature of statistics and reports, data collection for external agencies, and needs and trends. A presentation of survey results is followed by a collection of 17 original documents submitted by ARL academic members which include definitions and guidelines from Texas A&M University, Stanford University, Pennsylvania State University, the University of Minnesota, and the University of Illinois, and planning reports from the University of California at Irvine, Duke University, New York University, Queen's University, and Stanford University. A five-item bibliography and SPEC kit evaluation and order forms are also provided. (KM)

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_____ 107.University Archives

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_____ 104.Microcomputers
_____ 103.Asst./Assc.Director Position
_____ 102.Copyright Policies
_____ 101.User Studies
_____ 100.Collection Security
_____ 099.Branch Libraries
_____ 097.Building Renovation
_____ 096.Online Catalogs
_____ 095.Lib.Materials Cost Studies
_____ 090.Integrated Lib.Info.Systm
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_____ 084.Public Serv.Goals-Objs.
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_____ 029.The Systems Function
_____ 020.Manager-Tech.Specialists
_____ 019.Staff Associations
_____ 008.Collective Bargaining
_____ 007.Personnel Classif.Schemes
_____ 003.Personnel Organization
_____ 001.Organization Charts

USES OF SPEC KITS

The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents – selected for their value to administrators and decision-makers – that illustrate a wide range of alternative approaches to specific issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

EVALUATION

Kit Title/Number _____

1. Which uses did the library make of this Kit?

2. Please indicate how useful the Kit was for these purposes:

☐ Very Useful ☐ Quite Useful ☐ Somewhat Useful ☐ Not Useful

3. Do you have suggestions for this Kit or for future Kits?

(optional)

NAME _____

LIBRARY _____

PHONE _____

Please return this form to the SPEC Center, OMS/ARL, 1527 New Hampshire Ave., N.W., Washington, DC 20036

1/82

spec flyer
Flyer 134—May 1987
OMS
Systems and Procedures Exchange Center
ISSN 0160 3582

Planning for Management Statistics

The collection and use of management statistics is of almost universal concern to academic library administrators as part of their efforts to accurately describe their libraries' performance, evaluate and enhance effectiveness, and plan for the future. Although the need for management statistics and the potential for their use in decision-making is acknowledged by research libraries, most are still searching for ways to reconcile internal needs with external requirements, and to develop systems for effective use of statistics.

A SPEC survey investigating internal uses of statistics, external statistics reporting, and tools for gathering statistics was mailed to 106 academic members of the Association of Research Libraries in September 1986. Ninety-one libraries completed the survey, and 59 supplied examples of statistics-gathering activities and reports. This Kit focuses on the development of definitions and guidelines for management statistics.

It seems clear from responses that ARL libraries are devoting much time and effort to the preparation of statistical reports, both for themselves and external agencies. Sixty libraries reported having officers with library-wide responsibility for the collection, manipulation, and dissemination of statistics. The survey found a growing interest in improving the statistics gathering and reporting processes. Many respondents (69%) reported that their statistics gathering activities have been reviewed at least once during the last five years. Such reviews often are triggered by the implementation of new computer-driven applications.

GATHERING OF MANAGEMENT STATISTICS. The areas which most frequently produce statistics are the traditional line departments such as circulation, ILL, acquisitions, cataloging, serials, and the bindery, which nearly all respondents indicated as sources of regular reports. At the other end of the scale, less than half of the respondents indicated that regular statistical reports are prepared by cross departmental areas such as systems and computer processing, preservation, and personnel. (See the Kit for more complete survey results.)

While there is inconsistency in how libraries gather and define data, the computer tools used to manipulate data exhibit some degree of uniformity. Fifty-six libraries reported they use LOTUS 1-2-3. Nineteen libraries use SPSS and 15 use SuperCalc, while Visicalc, Symphony, and DBase-III were named by eight libraries each. Several of the submitted documents include a large number of computer-produced reports, and a few of these incorporate graphic displays of data such as histograms. Although libraries are moving aggressively to use microcomputers, only 30 indicated they provide staff training in the use of microcomputer statistical packages. Seven libraries provide training in the gathering and use of descriptive statistics, and seven on the preparation/display of graphic data. One library reported training its staff in the techniques of inferential statistics.

INTERNAL USES OF MANAGEMENT STATISTICS. Quantitative data are most often used for the traditional purposes of support for budget requests and intra-library reporting, based on the survey's forced-choice question. Ninety percent of responding libraries selected these two responses. High percentages of respondents also reported using quantitative data to assist in basic management activities such as resource allocation (81%) and comparison with other libraries (85%). When it comes to more extensive analysis of the data, the percentages decreased. Seventy-four percent reported using statistics reports as early warning signals of trouble spots. Fifty-five percent reported using data to develop normal or baseline data for productivity standards. About 15% of the respondents use statistical data as drivers for operational or management formulas within the library.

THE NATURE OF STATISTICS AND REPORTS. Research libraries are generating large quantities of statistical data. Items and activities being counted are defined in a variety of ways, some more intuitive than others. Except for those terms used by ARL, there are many differences among libraries regarding terminology or definitions of terms.

Statistics collected by the various libraries, however, do group themselves into five general categories as follows: 1) measures of activity and workload, 2) measures of holdings, 3) measures of facility (building) use; 4) measures of resources generated and expended, and 5) others. Some measures belong clearly in only one category; others are more ambiguous and can be placed under more than one category. Examples include:

1. Measures of Activity/Workload

Examples: Reference questions asked/answered
Books circulated: home use, building use, reserve use
ILL traffic (loaned/borrowed)
Online searches made
Materials shelved
Volumes added to library
Titles cataloged/recataloged
Titles bound
Items mended
Claims submitted
Titles searched
Shelves read

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2. Measures of Holdings
   Examples: Subscriptions to journals
   Cancellations
   Volumes owned
   Titles owned
   Withdrawals
   Volume equivalencies for microforms
   Reels owned
   Linear or cubic feet of MSS
3. Measures of Facility Use
   Examples: People entering/leaving building
   Turnstile count
   Reader stations (available or in use)
4. Measures of resources generated and expended:
   Examples: Annual expenditures
   salaries
   staff size/positions
   space
   time
5. Other Measures
   Examples: Descriptions of undergraduates, faculty, non-students, and staff as users
   user satisfaction

DATA COLLECTION FOR EXTERNAL AGENCIES. The number of external agencies for which ARL libraries prepare quantitative information is significant. Since many libraries indicated they prepare reports for state or provincial groups, it seemed useful to look closely for the existence of allocation formulas at this level. According to survey responses, formulas are used in California, Colorado, Connecticut, Florida, Illinois, Massachusetts, North Carolina (no longer used), Virginia, Minnesota, New York, Oregon, Tennessee, Washington, and Ontario. Eighteen libraries reported their state or province use their data to drive a budget formula, and 15 reported use of library data to drive a space formula. Ten libraries reported feeding data into a staffing formula, and eight feed data into a collection size formula. Two of the more prominent statewide systems are those of California, which has an extensive set of reports, and Oregon, which is revising its statewide library statistics manual.

Regarding the use of published guidelines, the HEGIS and ANSI (ARL) definitions and instructions were each reported as used by almost half of the respondents, with the manuals from ALA cited much less frequently. Most libraries noted they use more than one guide in the collection of data.

NEEDS AND TRENDS. Experimentation with statistical reports is occurring partially because of the greater potential for management information in automated systems, and partially because a growing number of libraries are searching for better ways to make use of management information system concepts. In addition, libraries are acknowledging a need for better control of resources and activities. The increasing use of personal computers and workstations has helped increase a library's ability to work with statistics, as has the widespread use of statistical software packages. Several ARL members provided documents concerning the development of Management Information and Decision Support Systems.

However, at this stage a number of basic questions remain to be investigated. As libraries generate new, improved quantitative data reports, there needs to be a way to track on the effectiveness of these reports in contributing to basic library goals of day-to-day management of time, people, and resources; top-quality service to users; and budget planning and forecasting. Based on documents submitted for this survey, it is not easy to determine how management decisions flow from the often large amounts of statistical reports generated by a library.

Libraries make frequent use of historical comparisons, often comparing their own data over two or more years. Yet, as changes are made to reports or to the ways data are collected, consistency over time is lost. Since this is a time of change in the way libraries are gathering and reporting on statistics, attention to consistency (or relationships between old and new ways of treating data) will increase a library's ability to produce meaningful and valid historical comparisons.

Another area of need involves peer group comparisons. Whereas many libraries use a large number of similar data elements, there are obvious differences in the items or transactions selected for counting by each library. Sometimes, when libraries use the same terms, their definitions for similar items or transactions differ. In addition to varying definitions and data collection formats, libraries by necessity use differing fiscal and reporting periods. Institutional instruction schedules may overlap fiscal and calendar year reporting periods, which compounds the difficulty of making institutional comparisons and FTE derivations.

The overriding purpose for data collection and analysis is to support good decision-making and planning. To do this requires an understanding of not only how to work with statistics, but also how to determine which combinations of data elements are valid for specific purposes—to reduce library tasks to their common denominators. With such a base, libraries could then address the issue of which statistics, ratios, and other manipulations can be used as performance measures to support management decisions and even the design of generic management information or decision support systems for the large academic research library.

The Kit on Planning for Management Statistics (#134, May 1987) contains tabulated results of the SPEC Survey, definitions and guidelines from 5 ARL member libraries, planning reports from 5 ARL member libraries, and a selected reading list. (108 pages)

* * *

This flyer and kit was prepared by Robert Burns, Jr., Assistant Director, Colorado State University Library, as part of the OMS Collaborative Research/Writing Program.

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SPEC Kits (ISSN 0160 3582) are available by subscription through subscription services or direct from the publisher. Individual issues cost $20.00, plus $5.00 postage outside the U.S. (ARL member price $10.00.) Prepayment is required. If ordering direct, send check payable to "ARL Office of Management Studies" to: SPEC, Office of Management Studies, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036. Order by Kit Number and Title. Direct Order Forms listing back issues are available from the same address.

Planning for Management Statistics
in ARL Libraries
Kit #134, May 1987

SURVEY RESULTS 1

DEFINITIONS AND GUIDELINES

Texas A&M University — Annual Statistics Forms with definitions and key to information required from units, under revision 5

Stanford University — Selected Annual Statistics Forms with instructions and definitions, 8/86 .. 16

Pennsylvania State University — Selected Report Forms with definitions sources of data, 1985. 30

Minnesota, University of — Annual Report Statistical Data Instructions and Data Forms, 8/86. 40

Illinois, University of — Routine for Counting Statistics and Cataloging Statistics Form. 52

PLANNING REPORTS

California, University of - Irvine — Memo to University Librarian regarding UCI Library Holdings Statistics. 5/85. 55

Definitions of some key categories by UC, ARL, and U.S. Department of Education. 60

(Chart) Counting for Library Holdings: Types of Counts, definitions, agencies responsible, scope, 10/86. 62

Duke University — Statistics Committee Report regarding reference activity, 4/83. 69
- Statistics collection form
- Question Survey Guidelines

Memo to public service librarians regarding reference statistics, 11/82. 77

(Form) Statistics: Use of the Library, 1/85. 78

PLANNING REPORTS (continued)

New York University

Memo to public services staff from Statistics Task Force: Summary and Recommendations, 1/84. 79

Reference Statistics forms and definitions, 7/84. 81

Statistics Testing and Procedure, 9/85. 85

Queen's University

Final Report of Statistics Committee, 2/83. 87

- Bibliographic Operations and Collections Monthly Statistics: Definitions.
- Report of the Technical Services Subcommittee on Statistics.
- Report of the Public Services Subcommittee on Statistics.

Stanford University

Memo: Recommended Changes to Public Service Statistics, 5/85. 97

Memo: Revision of the Public Service Statistics, 5/85. 98

- Recommendations - General, 1985.
- Proposed Public Services Quarterly Statistics Form.

SELECTED READING LIST 106

Survey Results

System and Procedures Exchange Center
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Survey based on 86% return rate, 91 replies to 106 surveys sent.
ALL RESPONDENTS DID NOT ANSWER ALL QUESTIONS

September 15, 1986

The Collection and Use of Management Statistics in ARL Libraries

Respondent: _____

Title: _____

Phone Number (AC) _____

Feel free to use the backs of pages throughout the survey for additional information.

GENERAL INFORMATION

1. Is there an officer(s) in the library with library-wide responsibility for the collection, manipulation, and dissemination of statistics? Circle one.

60 **Yes** 27 **No** 4 libraries did not respond

If **YES**, and different from above, provide:

Name(s)_____

Title(s)_____

Phone(s)_____

2. Has the library reviewed any of its statistics-gathering activities during the last 5 years (e.g., to look at their usefulness, accuracy, need, or continuation)? Circle one.

63 **Yes** 26 **No** 2 libraries did not respond

If YES, enclose copies of reports, working documents, or study plans.

ALL RESPONDENTS DID NOT ANSWER ALL QUESTIONS

INTERNAL USES OF STATISTICS

3. Within the library, what uses are made of quantitative data describing library operations. Check all that apply, and enclose examples.

82 To accompany a budget request as supporting documentation
82 To accompany intra-library reporting, i.e., from Departments to Divisions, or from Department Heads to Director/Associate Director, etc.
14 As drivers for operational or management formulas used by/in the library, such as Clapp-Jordan etc. If the library uses such formulas, provide names and sources:

_____

_____

50 To establish normal or baseline data for productivity standards
74 As part of the decison making process in library resources ($, staff, space) allocation
65 As early warning signals for trouble spots in the operation of the library
77 To provide comparisons between the library and other libraries
11 Others:

_____

_____

_____

_____

4. Circle Y (YES) for those areas in the library for which the unit or department head regularly prepares a statistical report of activity, and N (NO) if no statistical reports are prepared in that area.

1)	Circulation	88Y	1 N
2)	Interlibrary Loan	88Y	0 N
3)	Acquisitions (all types)	89Y	0 N
4)	Cataloging (all types)	88Y	1 N
5)	Serials	85Y	3 N
6)	Special Collections/Archives	79Y	5 N
7)	General Reference	80Y	6 N
8)	Bindery	84Y	4 N
9)	Microform and Media	81Y	6 N
10)	Branch Library	76Y	9 N
11)	Government Publications	77Y	9 N
12)	Reserve Room	80Y	4 N
13)	Accounting & Business Office	66Y	14 N
14)	Personnel Office	54Y	22 N
15)	Systems/Computer Processing Office	44Y	30 N
16)	Library or Bibliographic Instruction Classes	76Y	9 N
17)	Computer Literature Searching	82Y	6 N
18)	Collection Development	58Y	19 N
19)	Preservation	47Y	28 N
20)	Photoduplication	74Y	12 N

Provide a few SELECTED examples of such reports.

ALL RESPONDENTS DID NOT ANSWER ALL QUESTIONS

EXTERNAL REPORTING

5. For which of the following groups does the library collect and report statistics on a regular basis? Check all that apply, and provide a few examples of lesser-known formats,.e.g, other than ARL.

a. Local or state/provincial groups.
- 64 The university (same campus) of which the library is a part.
- 30 The state/provincial library.
- 29 A state/provincial or university-wide system.
- 62 One or more agencies of the national government.
- 10 Other: _____

b. National professional (library) groups or societies.
- 24 American Library Association
- 20 Association of College and Research Libraries
- 88 Association of Research Libraries
- 9 Special Libraries Association
- 1 Canadian Library Association
- 33 Center for Research Libraries
- 24 Other: _____

c. Professional (non-library) groups or societies.
- 44 Accreditation groups
- 12 Vendors (Bowker, Wilson etc.)
- 0 Trade associations
- 2 Other: _____

d. Library or library association other than above.
- 9 State/provincial library association
- 18 Regional library association
- 9 Another academic library
- 8 Other: _____

6. Does your state/province use library data from your institution to drive any of the following resource allocation formulas. Check all that apply and send examples of statewide or provincial formulas that use library data.

- 18 a statewide or province budget formula for libraries
- 15 a statewide or province space formula for libraries
- 10 a statewide or province staffing formula for libraries.
- 8 a statewide or province collection size (how much material is to be acquired) formula for libraries.
- 45 not applicable.

Can you provide other uses of statistics from your library by the state or province, and include documents as examples.

_____

_____

ALL RESPONDENTS DID NOT ANSWER ALL QUESTIONS

TOOLS FOR GATHERING STATISTICS

7. Which of the following resources does the library use for data definitions or help in the collection of library statistics? Check all that apply.

21 Lynch, Mary Jo and Helen Eckard. Library Data Collection Handbook. Chicago, ALA, 1981. 228pp.

24 Statistics Coordinating Project. Library Statistics: A Handbook of Concepts, Definitions and Terminology. Chicago, ALA, 1966. 160pp.

39 American National Standards Committee on Library and Information Sciences and Related Publishing Practices, Z39. Library Statistics. New York, American National Standards Institute, 1983.

16 "Standards for University Libraries" C&RL News 40(2):101-110. April, 1979.

20 Kantor, Paul Objective Performance Measures for Academic and Research Libraries. Washington, D.C., ARL, 1984. 76pp.

43 U.S. Department of Health, Education and Welfare. Higher Education General Information Survey, College and University Libraries, Fall 1976. Definitions and Instructions.

13 Others (Specify)

_____

_____

8. Which of the following statistical packages does the library use to analyze data? Circle all that apply.

19 SPSS	56 LOTUS 1-2-3	1 WORDPERFECT
0 BMDP	8 SYMPHONY	1 INNOVACQ
0 MINITAB	0 DATATRIEVE	16 OTHERS
10 SAS	0 EXECUCOM (IFPS)	1 LOCALLY WRITTEN
15 SuperCalc	8 VISICALC	
	1 REFLEX	
	8 dBASEIII	

Other: _____

9. Does the library provide training to library staff in any of the following areas for the collection and manipulation of statistical data? Check all that apply, and provide training program descriptions, rationales, schedules, etc. prepared by the libraries (rather than vendor-produced materials).

30 Use of microcomputer statistical packages.
7 Gathering and use of descriptive statistics
1 Techniques of inferential statistics.
7 Preparation and display of graphic data.
6 Other: _____

Return the survey by November 1, 1986 to Robert W. Burns, Jr., Assistant Director, CSU Library, Colorado State University, Fort Collins, CO. 80523. PHONE (303) 491-1830.

Definitions and Guidelines

TEXAS A&M UNIVERSITY

UNDER REVISION

STERLING C. EVANS LIBRARY

ANNUAL STATISTICS: FY_____

DIVISION/DEPARTMENT:_____

KEY TO INFORMATION REQUIRED FROM UNITS

ACQUISITIONS	C1-7,10; O1-3,5; P1-7
ARCHIVES	D1-6; H1-8; J1-2; M3
BUDGET	C9; P8-18; R
CIRCULATION	J1-2: K1-13
CURRENT PERIODICALS	J1-2; M3
DOCUMENTS	C8; E1-4; F1-4; G1-4; H1-8; J1-2; M3
INTERLIBRARY SERVICES	H1-8; L1-6
LEARNING RESOURCES	H1-8; J1-2; M3
MAPS	H1-8; I1-2; J1-2; M3
MICROCOMPUTER SKILLS INSTRUCTION	M4
MICROTEXT	H1-8; J1-2; M3
PERSONNEL	Q
PROCESSING	A1-4; B1-10; H1-8
REFERENCE	H1-8; J1-2; M1-5; N
RESERVE	J1-2
RESOURCE DEVELOPMENT	H1-8
SPECIAL COLLECTIONS	H1-8; J1-2; M3
THESES & DISSERTATIONS	O4

A. HOLDINGS

1. Volumes added[1] 9/1-8/31 - Gross	_____	
2. Volumes withdrawn 9/1 - 8/31	_____	
3. Volumes added 9/1 - 8/31 - Net (line 1 less line 2)		_____
4. Titles added[2] 9/1 - 8/31	_____	

B. MULTI-MEDIA MATERIAL

1. Motion pictures[3](titles) added 9/1 - 8/31	_____	
2. Motion pictures (titles) held as of 8/31		_____
3. Video tapes[4](titles) added 9/1 - 8/31	_____	
4. Video tapes (titles) held as of 8/31		_____
5. Films[5](titles) added 9/1-8/31	_____	
6. Films (titles) held as of 8/31		_____
7. Audio recordings (titles) added 9/1-8/31	_____	
8. Audio recordings (titles) held as of 8/31		_____
9. Other A/V material[6] (titles) added 9/1 - 8/31	_____	
10. Other A/V material (titles) held as of 8/31		_____

C. CURRENT SERIALS

NON-PERIODICAL SERIALS[7]

1. Single subscriptions (titles)as of 8/31	_____	
2. Duplicate subscriptions (titles) as of 8/31	_____	
3. Total of the above		_____

PERIODICALS[8]

4. Single subscriptions (titles) as of 8/31	_____	
5. Duplicate subscriptions (titles) as of 8/31	_____	
6. Total of the above		_____
7. Newspapers[9] as of 8/31		_____
8. Total periodical titles held in Government Documents Division as of 8/31		_____
9. Total current serials as of 8/31		_____
10. New serials titles received 9/1 - 8/31	_____	

D. ARCHIVES

1. Manuscript holdings added 9/1 - 8/31	_____	
2. Manuscript holdings held as of 8/31		_____
3. Archival holdings added 9/1 - 8/31	_____	
4. Archival holdings held as of 8/31		_____
5. Total linear feet added 9/1 - 8/31	_____	
6. Total linear feet held as of 8/31		_____

E. FEDERAL GOVERNMENT DOCUMENTS[10]

1. Gov. Doc. volumes added 9/1 - 8/31 - Gross	_____	
2. Gov. Doc. volumes withdrawn 9/1 - 8/31	_____	
3. Gov. Doc. volumes added 9/1 - 8/31 - Net	_____	
4. Total Government Doc. volumes held as of 8/31		_____

F. TECHNICAL REPORTS[11]

1. Tech. Rpt. volumes added 9/1 - 8/31 - Gross	_____	
2. Tech. Rpt. volumes withdrawn 9/1 - 8/31	_____	
3. Tech. Rpt. volumes added 9/1 - 8/31 - Net	_____	
4. Total Technical Report volumes held as of 8/31		_____

G. TEXAS STATE DOCUMENTS[12]

1. Texas State Doc. volumes added 9/1 - 8/31 - Gross	_____	
2. Texas State Doc. volumes withdrawn 9/1 - 8/31	_____	
3. Texas State Doc. volumes added 9/1 - 8/31 - Net	_____	
4. Total Texas State Doc. volumes held as of 8/31		_____

H. MICROFORMS

1. No. of microfilm[13] reels added 9/1 - 8/31	_____	
2. No. of microfilm reels held as of 8/31		_____
3. No. of microfiche[14] pieces added 9/1 - 8/31	_____	
4. No. of microfiche pieces held as of 8/31		_____
5. No. of microcard[15] pieces added 9/1 - 8/31	_____	
6. No. of microcard pieces held as of 8/31		_____
7. No. of microprint sheets added 9/1 - 8/31	_____	
8. No. of microprint sheets held as of 8/31		_____

I. MAPS

1. Maps[16] added 9/1 - 8/31	_____	
2. Maps held as of 8/31		_____

J. CIRCULATIONS OF LIBRARY MATERIALS 9/1 - 8/31

1. Recorded circulations[17]	_____
2. In-building use[18]	_____

K. TURNSTILE COUNT

1. September	_____
2. October	_____
3. November	_____
4. December	_____
5. January	_____
6. February	_____
7. March	_____
8. April	_____
9. May	_____
10. June	_____
11. July	_____
12. August	_____
13. TOTAL	_____

L. INTERLIBRARY SERVICES 9/1 - 8/31

	Interlibrary Loan[19]	N.A. L. Project	Total
1. Items loaned - originals			
2. Items loaned - photocopies			
3. Items loaned - TOTAL			
4. Items borrowed - originals			
5. Items borrowed - photocopies			
6. Items borrowed - TOTAL			

M. LIBRARY PUBLIC SERVICE

1. Public Service Hours per Typical Week _____
2. Total Annual Public Service Hours _____

3. Reference[20] / Directional[21] Transactions per Typical Week (generally, the 8th week of Spring Semester) _____
   a. Reference transactions
   b. Directional transactions _____

4. Instructional Services
   a. Total group transactions during the year (lectures, tours, workshops, other presentations) _____
   b. Total persons participating in group transactions _____
   c. Number of different handouts _____

5. Database Searches per Typical Week

a. On-line	_____	
b. Other	_____	
c. Total		_____

N. AUTOMATED INFORMATION RETRIEVAL SERVICES 9/1 - 8/31

1. Commercial vendor searches (list by name)
   a. _____
   b. _____
   c. _____
   d. _____
   e. _____

O. BINDING 9/1 - 8/31

1. Separates bound _____
2. Serials bound _____
3. Documents bound _____
4. Theses and dissertations bound _____
5. In-house binding _____

P. LIBRARY BUDGET EXPENDITURES (whole $)

	STATE[a]	LOCAL[b]	FEDERAL[c]	OTHER[d]	GIFT[e]	BUDGETED FOR NEXT YEAR
1. Books						
2. Audiovisual Mtls.						
3. Computer Software						
4. Microforms						
5. Other						
6. Current Serials						
7. Binding & rebinding						
TOTAL (1-7)						
8. Salaries						
9. Wages						
10. Travel						
11. Maint. & repair						
12. Postage						
13. Contracted Computer Services						
14. Online Database Searching						
15. Telecommunications						
16. Miscellaneous						
TOTAL OTHER EXP.						
17. Computer Hdwr.						
18. Other Equipment						
TOTAL EQUIPMENT						

(a) 14120, 14130, 14131, 18117

(b) 21260

(c) 50290

(d) Engr. accts.

(e) 54110,54105, other accts in 50,000 series

Q. LIBRARY PERSONNEL

1. Survey of Professional Positions and Salaries

POSITION	No. Prof Staff			Total Salary Outlay			Full-Time		Part-Time		
	Total	Men	Women	Total	Men	Women	No.	Salary	No.	FTE	Salary
Director											
Associate Director											
Assistant Director											
Subject Specialists											
Functional Specialists											
Department Heads											
a. Reference											
b. Cataloging											
c. Acquisitions											
d. Serials											
e. Documents/ Maps											
f. Circulation											
g. Spec. Coll.											
h. Other											
Other Prof. by Yrs. Experience											
a. 15 yrs. or more											
b. 10-14 yrs.											
c. 5-9 yrs.											
d. Under 5 yrs.											
Librarians											
Other Professionals											
Technical & Clerical Staff											

* Note: All above information is to be provided separately for minority professional staff.

2. Staff Composition

	FTE Prof. Staff	FTE Non-Pro. Staff	FTE Student Assist.	FTE Budgeted Posit. Vacant	FTE Total Staff Budgeted Next Yr.
Audiovisual Staff					
Collection Development Staff					
Public Services Staff					
Technical Services Staff					
Other Librarians					
Total Librarians					
Administrative Staff					
Other Staff					
Total Staff					

3. Number of hours of student assistance _____

R. INSTITUTIONAL CHARACTERISTICS

		Fiscal Year Ended 8-31-
1.	Faculty members (headcount)	
2.	Faculty members (FTE)	
3.	Undergraduate students (headcount)	
4.	Graduate students (headcount)	
5.	FTE of part-time undergraduate students	
6.	FTE of part-time graduate students	
7.	TOTAL STUDENTS	
8.	FTE TOTAL STUDENTS	
9.	Number of Ph.D. degrees awarded	
10.	Number of fields in which Ph. D. granted	
11.	Total TAMU Academic & General Revenue Expenditures for fiscal year	
12.	Percentage of Library General Revenue Expenditures to total for TAMU	

DEFINITIONS

1. VOLUME: A physical unit of any printed, typewritten, handwritten, mimeographed, or processed work contained in one binding or portfolio, hardbound or paperbound, which has been cataloged, classified, and/or made ready to use. This figure should exclude microforms and audiovisual volumes. It should also exclude governments documents and technical reports housed in the Documents Division.

2. TITLE: A printed publication which forms a separate whole, whether issued in one or several volumes. This figure should exclude microforms and audiovisual titles. It should exclude documents and technical reports housed in the Documents Division.

3. MOTION PICTURE: A length of film, with or without recorded sound, bearing a sequence of images that create the illusion of movement when projected in rapid succession (usually 18 or 24 frames per second). The terms "motion picture" and "film" are often used interchangeably. Motion pictures are produced in a variety of sizes (8, super 8, 16, 35, 55, 70 mm) and a variety of formats (cartridge, cassette, loop, reel). Common motion picture sizes instructional use are 8mm, super 8mm and 16mm.

4. VIDEOTAPE: A magnetic tape upon which audio and/or video signals are recorded for television use. Videotape may be on an open reel or in a cartridge or cassette.

5. FILMS: Filmstrips and slides only.

6. OTHER A/V MATERIALS: Material not included in other categories, e.g., overhead transparencies, videodiscs, mixed media.

7. NON-PERIODICAL SERIAL: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Non-periodical serials include annuals, numbered series, proceedings and transactions or societies; they may include monographic and publishers' series.

8. PERIODICAL: A publication in any medium intended to appear indefinitely at regular or stated intervals, generally more frequently than annually. Individual issues are numbered consecutively or dated and papers disseminating general news, and the proceedings, papers, or other publications of corporate bodies primarily related to their meetings are not included in this term.

9. NEWSPAPER: A serial that is designed to be mainly a primary source of written information on current events. It may also include articles as well as illustrations, advertising, legal notices, and vital statistics. Newspapers appear with a masthead and are usually printed on newsprint without a cover.

10. FEDERAL GOVERNMENT DOCUMENT: A publication in book or serial form published by or for the federal government

11. TECHNICAL REPORT: A record of research results or of research in progress.

12. TEXAS STATE DOCUMENT: A publication in book or serial form published by or for the Texas State Government.

13. MICROFILM: A strip of film containing photographic images usually too small to be read without magnification.

14. MICROFICHE: A sheet of film, usually 4x6" (105 x 148 mm) containing multiple microimages in a grid pattern, usually with a title which can be read without magnification. Microfiche usually refers to reductions up to 90x. Ultrafiche, a form of microfiche, refers to reductions more than 90x.

15. MICROCARD: An opaque card containining images photographically reduced to a size too small to be read without magnification.

16. MAP: A representation, normally to scale and on a flat medium, of a selection of material or abstract features on, or in relation to, the surface of the earth or of another celestial body.

17. RECORDED CIRCULATION: The act of lending an item from the Library's collection to a member of the Library's user group for use generally (although not always) outside the Library. This activity typically includes charging (i.e., creating a record of the circulation transaction and releasing an item for use outside of the Library either manually or electronically). Do not count renewal transactions or discharging the item (i.e., clearing records to reflect the return of the item to the collection).

18. IN- BUILDING USE: The count of uncharged items reshelved after use within the Library public service areas.

19. INTERLIBRARY LOAN: A cooperative arrangement among libraries by which one library may borrow material or receive a copy thereof from another library which is not an integral part of the system.

20. REFERENCE TRANSACTION: An information contact which involves the use, recommendation, interpretation,or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. Information sources include: (1) print and nonprint materials; (2) machine readable DATA BASES including BIBLIOGRAPHIC, FULL TEXT, and NUMERIC; (3) library bibliographic records, excluding circulation records; (4) other libraries and institutions; and (5) persons both inside and outside the Library. A question answered though utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again. A contact which includes both reference and directional service is one reference transaction. Duration should not be an element in determining whether a transaction is reference or directional.

Types of reference transactions include:

Catalog information transaction;
Fact-finding transaction;
Literature search transaction;
Readers of research advisory transaction;
Referral transaction;
Research and analysis transaction;
Other reference transactions.

21. DIRECTIONAL TRANSACTIONS: An INFORMATION CONTACT which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing that library, such as schedules, floor plans, handbooks, and policy statements.

Examples of directional transactions are:

Directions for locating facilities such as restrooms, carrels, and telephones;
Directions for locating library staff and users;
Directions for locating materials for which the user has a call number;
Supplying materials such as paper and pencils;
Assisting users with the operation of machines.

Directional assistance provided as a part of a REFERENCE TRANSACTION should not be counted here.

LIBRARIES OF STANFORD UNIVERSITY

Annual Statistics for the Year Ending August 31, 1986

FORM 1: ANNUAL EXPENDITURES (Instructions/Definitions Attached)

Library or Department:

		SALARIES	BENEFITS	TOTAL
1.1	PERSONNEL			
1.1.1	Professional	$_____	$_____	$
1.1.2	Support Staff	_____	_____	
1.1.3	Hourly	_____	_____	
	SUB-TOTAL	$	$	$
1.2	MATERIALS			
1.2.1	Books, Microtexts, etc.		$_____	
1.2.2	Periodicals		$_____	
1.2.3	Binding		$_____	
	SUB-TOTAL			$
1.3	OTHER EXPENDITURES			
1.3.1	General Operating		$_____	
1.3.2.	Capital Investment			
1.3.2.1	Capital Equipment	$_____		
1.3.2.2	Facilities	$_____		
	SUB-TOTAL		$	
1.3.3	Automation		$_____	
	SUB-TOTAL			$
	GRAND TOTAL			$

Footnote here the amount and source of any funds received through grants or contracts which are counted in any of the above categories:

_____

_____

_____

_____

rev. 6/83

FORM 1: ANNUAL EXPENDITURES - Instructions/Definitions

General Instruction

Footnote the amount and source of any funds received through grants or contracts which are counted in the totals for any of the categories. This information is requested by national reporting agencies.

1.1 PERSONNEL

1.1.1 Professional Staff: includes librarians and other exempt staff in executive, administrative or professional positions other than Academic staff.

1.1.2 Support Staff: includes permanent employees whose conditions of employment and compensation are subject to the provisions of the Fair Labor Standards Act. (includes Bargaining Unit)

1.1.3 Hourly: includes regular hourly employees paid from salary requisitions, temporary employees paid from salary savings, Stanford and other students paid from salary requisitions, Stanford students paid from financial aid packages other than federal work-study. DO NOT include federal work-study students.

1.3 OTHER EXPENDITURES

1.3.1 General Operating: operating expenditures considered and included as direct costs to the library.

1.3.2 Capital Investment

1.3.2.1 Capital Equipment: expenditures for tangible assets which result in additions or improvements of a permanent nature (two years or longer) and of a substantial amount ($500 or more).

1.3.2.2 Facilities: capital assets funded through plant or library accounts whose funding sources may include facility reserve, unrestricted funds, designated funds, debt, gifts, other (government grants).

1.3.3 Automation: expenditures related to development, implementation, maintenance or use of automated systems, e.g. equipment, supplies, services, database searching, communication, maintenance, training, documentation, membership fees and travel related to automation.

rev. 6/85

LIBRARIES OF STANFORD UNIVERSITY

Annual Statistics for the Year Ending August 31, 1986

FORM 2: LIBRARY STAFF

Library or Department: _____

	HEAD COUNT	POSITIONS FILLED (FTE*)
2.1 PROFESSIONAL STAFF		
2.1.1 Librarians	_____	_____
2.1.2 Other	_____	_____
SUB-TOTAL	==========	==========
2.2 SUPPORT STAFF	==========	==========
2.3 HOURLY		
2.3.1 Non-Student A	_____	_____
2.3.2 Student (Reqs.) B	_____	_____
2.3.3 Student (Aid) C	_____	_____
SUB-TOTAL	==========	==========
2.4 FEDERAL WORK-STUDY	==========	==========
GRAND TOTAL	==========	==========

FTE = 1880 hours

A Includes permanent hourly employees paid from salary requisitons and temporary hourly employees paid from salary savings.

B Includes Stanford and other students paid from salary requisitions.

C Includes Stanford students paid from financial aid packages other than federal work-study. Do not include federal work-study students here.

Footnote here the head count, FTE amount and the source of any position included above which is derived from grants or contracts.

SOURCE	HEAD COUNT	POSITIONS FILLED (FTE*)
_____	_____	_____

rev. 6/86

LIBRARIES OF STANFORD UNIVERSITY

FORM 2: LIBRARY STAFF - Instructions/Definitions

GENERAL INFORMATION: This form will be completed by the Coordinate Libraries and the SUL Accounting and Financial Information Office will complete it for SUL libraries and departments. SUL libraries and departments may verify the information prepared by A & FI if they wish.

GENERAL INSTRUCTION: Use the fiscal year, September 1, 1984 through August 31, 1985.

Report all staff whose salaries are derived from the institutional operating budget for the library, gift or endowed positions, from special purpose funds such as photocopy or salary savings, from grants and contracts.

Footnote the FTE amount, head count and the source of any position deriving from grants and contracts.

DEFINITIONS:

2.1 Professional Staff (Exempt): employees whose conditions of employment and compensation are not subject to the provisions of the Fair Labor Standards Act.

2.1.1 Librarians: exempt employees who are classified in the Academic Staff-Libraries series. For example, Assistant Librarian, Associate Librarian, Librarian, Senior Librarian.

2.1.2 Other: exempt employees are those who are employed in executive, administrative or professional positions other than Academic Staff.

2.2 Support Staff (non-exempt): employees whose conditions of employment and compensation are subject to the provisions of the Fair Labor Standards Act. This category includes technical employees, clerical/office employees and bargaining unit employees.

2.3 Hourly

2.3.1 Non-Student: includes regular hourly employees paid from salary requisitions and who complete time sheets and temporary employees paid from salary savings who complete agency timesheets.

2.3.2 Student (Reqs.): students (non-Stanford) paid from salary requisitions and and Stanford students who are simultaneously enrolled in this academic institution.

2.3.3 Student (Aid): includes students employed with financial aid packages other than federal work-study funds.

2.4 Federal work-study: students employed with federal work-study funds.

INSTRUCTIONS

HEAD COUNT: report total number of individuals employed in each category and who received paychecks in the month of August except for students. For students, report the total number employed throughout the year.

POSITIONS BUDGETED: report number of Full Time Equivalent (FTE) positions budgeted in the current fiscal year whether or not filled at all times during the year or at the time of reporting. FTE = 1880 hours, based on 15 vacation days and 10 holidays.

Calculate as follows:

2.1 and 2.2 Professional & Support Staff: Number of positions budgeted.

2.3.1 Salary Requisition: a. $\frac{\text{Allocated Budget}}{\text{average rate paid}} = \text{Hours Available}$

b. $\frac{\text{Hours available}}{\text{1880 hours}} = \text{FTE}$

2.3.2 Students: $\frac{\text{Total number of hours worked during year (estimate if necessary)}}{\text{1880 hours}} = \text{FTE}$

2.3.3 Federal work-study personnel: same as for 2.3.2

Use the same method to calculate footnote data on grants and contracts.

POSITIONS FILLED: report number of FTE positions which were occupied at least 75% during the year. Count positions, not individuals (for example, one position may be filled by two people, each working half-time: count as one position).

Calculate as follows:

2.1 and 2.2 Professional & Support Staff: Number of positions filled.

2.3.1 Salary Requisition: a. $\frac{\text{Total hourly monies expended as of 8/31}}{\text{Average rate paid*}} = \text{Number of hours worked}$

b. $\frac{\text{Number of hours worked}}{\text{1880 hours}} = \text{FTE}$

2.3.2, 2.3.3 and 2.4: calculate using the same formula listed under POSITIONS BUDGETED, above.

To calculate the footnote data on grants and contracts, use the formula in 2.3.1.

* For 1984/85 use $5.26

rev. 6/85

LIBRARIES OF STANFORD UNIVERSITY
Annual Statistics for the Year Ending June 30, 1986

FORM 7: SERVICES AND UTILIZATION OF RESOURCES - Instructions/Definitions

LIBRARY OR DEPARTMENT:

7.1 RECORDED CIRCULATION
- 7.1.1 General Circulation _____
- 7.1.2 Through Fastbook _____
- 7.1.3 To SUL ILS/TIS _____
- 7.1.4 To Other Units for Reserve _____
- 7.1.6 Intralibrary Lending _____
- SUBTOTAL General Circulation _____
- 7.1.7 Reserve Circulation _____
- 7.1.8 **Other Circulation (Note: If breakout provide total)**
  - 7.1.8.1 **Library Use Only** Charges _____
  - 7.1.8.2 Department Charges _____
  - 7.1.8.3 Other Charges _____
- SUBTOTAL OTHER CIRCULATION _____
- TOTAL RECORDED CIRCULATION _____

7.2 UNRECORDED CIRCULATION (S___ or C__) _____

7.3 INTERLIBRARY LENDING ACTIVITY: No. of requests received from non-**Stanford libraries**
- 7.3.1 Filled in original format _____
- 7.3.2 Filled in reproduced format _____
- TOTAL Requests Filled _____
- TOTAL Requests Not Filled _____
- TOTAL NUMBER OF REQUESTS RECEIVED _____

7.4 INTERLIBRARY BORROWING ACTIVITY: No. of requests made to non-**Stanford libraries**
- 7.4.1 Filled in original format _____
- 7.4.2 Filled in reproduced format _____
- TOTAL Filled _____
- TOTAL Not Filled _____
- TOTAL NUMBER OF REQUESTS MADE _____

7.5 INDIVIDUAL CONTACTS (S__ or C__)
- 7.5.1 **Directional/Information** Transactions _____
- 7.5.2 Reference Transactions _____
  (Include all except those using online source)

	User Paid	Library Paid	Total
7.5.2.1 Commerial machine-readable databases			

- TOTAL REFERENCE TRANSACTIONS _____
- 7.5.3 Visitors _____

7.6 GROUP TRANSACTIONS
- 7.6.1 Number of Groups _____
- 7.6.2 Number of People _____

FORM 7: SERVICES & UTILIZATION OF RESOURCES - Instructions/Definitions

General Instruction

Categories 7.2,7.3 and 7.4 may be sampled or collected continuously throughout the year. Indicate which method is used by checking the appropriate space located after each category heading. If the sample method is used, calculate and report the annual total by multiplying the sample days' average by the number of days open during the period July 1 through June 30.

7.1 Recorded Circulation

7.1.1 General Circulation: the act of lending one item from the library's general collection to a member of the library's clientele, generally for use outside the library building. This category excludes limited circulations such as reserve circulation transactions and LUO's (Library Use Only).

7.1.6 Intralibrary Circulation: report the number of items loaned directly to another Stanford University library for use by a patron. Report only such activity that is NOT directed through SUL ILS/TIS, through FASTBOOK or intended for reserve use. Report LUO's in 7.1.8.

7.1.7 Reserve Circulation: the act of lending an item from the library's reserve collection to a member of the library's clientele. Typically the reserve loan period is less than that for the general collection.

7.1.8 Other Circulation: for those departments (University Archives, Special Collections) that do not have general circulation of material, use this category to report use of materials as counted in your areas. For manuscripts and other items held in boxes, folders within the boxes are to be counted. This category may also include circulation of material from the reference collection unless such count is more appropriate to 7.2, short term loans for photocopy purposes, and Library Use Only charges. Library Use Only charges include items charged out by a department or office of the library usually for the purpose of performing some type of maintenance activity. Examples might include conservation, repair, recataloging, etc.

7.2 Unrecorded Circulation: per general instruction, indicate whether count is sample or continuous. Count materials not normally covered by circulation charges such as over-the-counter use of materials to which users cannot help themselves and items reshelved and refiled in open collections. DO NOT include circulated items reshelved after discharging. The count is based on the number of items picked up within the library and reshelved.

7.3 Directional/Information Transaction*: an individual information contact which facilitates the use of the library in which the contact occurs, or its environs, and which may involve the use of sources such as schedules, floor plans, handbooks, and policy statements which describe the library unit or its services.

FORM 7: Instructions/Definitions, continued

7.5 Group Transaction*: an information contact in which a library staff member provides information upon request for a number of persons rather than responding to a specific need of one or two persons at a time. If a series of such presentations (not given as a course), count each session separately. If given as a course, count only once. Includes orientations, bibliographic instruction and other types of presentations. NOTE: in Annual Statistics, these three types of group transactions are asked for as a total. In SUL Public Service quarterly statistics, they are asked for as individual counts.

7.5.1 Number of Groups: report number of groups addressed

7.5.1 Number of People: in one-time only presentations or in a series of presentations, count attendance at each presentation separately. When bibliographic instruction is offered on an enrollment basis, report the number of individuals enrolled.

7.6 Visitors: report here the number of visitors to the library, singly or in small groups, who are here primarily for their own purpose or for the institution they represent, to learn about some aspect(s) of Stanford's library operations. If possible, please do not count the casual, walk-in visitor.

7.7 Interlibrary Lending Activity: activity related to lending materials from the reporting library's resources to other libraries or to furnishing copies of materials requested by other libraries. Report actual number of items requested rather than total number of requests made. For branches or departments, report only those requests NOT directed through SUL ILS/TIS.

Lending Request: a request received from non-Stanford library for material believed to be owned by the reporting Stanford library.

7.7.1 Filled in Original Format: an item loaned to non-Stanford library from the reporting library's collection(s) and intended for return to the reporting library.

7.7.2 Filled in Reproduced Format: a facsimile reproduction of an item owned by the reporting library made to fill lending request. Typically the material is not intended for return to the reporting library. Reproduction may may be in the form of photocopy, microfilm, fiche copy, tape recording, etc.

7.8 Interlibrary Borrowing Activity: activity related to requesting and obtaining from non-Stanford libraries materials requested by patrons of the reporting library. Report actual number of items requested rather than total number of requests made. For branches or departments, report only those items NOT directed through SUL ILS/TIS.

7.8.1 Filled in Original Format: an item borrowed from the lending library's collection(s) and intended for return to the lending library.

FORM 7: Instructions/Definitions, continued

Examples of directional/information transactions are: (1) directions for locating facilities such as restrooms, carrels, telephones; (2) directions for locating library staff and users; (3) directions for locating materials for which user has a call number (DO NOT include availability searches which you report to the Director for Public Services in Quarterly Stats); (4) supplying material such as paper and pencils; (6) assisting users in the operation of machines; (7) referring a patron to another library unit or location.

7.4 Reference Transactions*: an information contact which involves the use, recommendation, interpretation or instruction in the use of one or more information source, or knowledge of such sources.

Information sources include:

(1) print and non-print materials

(2) library bibliographic records, excluding circulation records

(3) other libraries and institutions;

(4) persons both inside and outside the library

7.4.1 Machine-readable databases (including computer-assisted instruction). This is a breakout or subset of 7.4 Reference Transactions.

Database search: an information contact which ultimately involves the use of a terminal to search one or more commercial or non-commercial databases for the purpose of obtaining a bibliography or list of citations specifically addressing the subject of the inquiry. For commercial database searches, break out according to user-paid versus library paid searches. NOTE: for the Annual Statistics, we are not requesting number of persons or total number of hours spent as is requested in the Public Service quarterly statistics.

A question answered by using information gained from previous consultation of sources is considered a reference transaction even if the source is not consulted again. A contact which includes both reference and directional/information service is counted as one reference transaction. Duration should NOT be an element in determining whether a transaction is a reference or directional/informational.

FORM 7: Instructions/Descriptions, continued

7.8.2 Filled in Reproduced Format: an item sent to the reporting library in facsimile format. Typically the material is not intended for return to the lending library. Reproduction may be in the form of photocopy, microfilm, fiche copy, tape recording, etc.

*Transaction: an encounter in person, by telephone, mail or other means, between a member of the library staff at a public service desk and a user in which information is sought or provided.

rev. 6/85

LIBRARIES OF STANFORD UNIVERSITY

Annual Statistics for the Year Ending June 30, 1986

FORM 8: CATALOGING AND RELATED ACTIVITY (Instructions/Definitions attached)

Library or Department:

8.1 CATALOGING - to be completed ONLY by SUL Catalog Department, Coordinate Libraries, and/or any library/department which does its own cataloging.

8.1.1 Number of titles newly cataloged _____

8.1.2 Number of titles recataloged and/or reclassified _____

TOTAL _____

8.1.3 Coordinates only: Number of volumes: added copies/ added volumes

TOTAL _____

8.1.4 SUL only. Number of added volumes transactions _____

8.1.5 SUL only. Number of added copies processed _____

TOTAL _____

8.2 TITLES (excluding manuscript and archival) NOT cataloged, but organized for use

Specify format	Permanent?(Y?N)	
8.2.1		_____
8.2.2		_____
8.2.3		_____
8.2.4		_____
8.2.5		_____
8.2.6		_____

8.3 MANUSCRIPTS AND ARCHIVAL COLLECTIONS

8.3.1 Number of manuscript and archival accessions cataloged.

8.3.1.1 Number of collections _____

8.3.1.2 Number of pieces accessioned as single units _____

8.3.1.3 Number of addenda to collections previously accessioned _____

8.3.2 Number of manuscripts and archival collections for which detailed finding aids have been prepared:

8.3.2.1 Number of collections _____

8.3.2.2 Number of sheets _____

rev. 6/85

LIBRARIES OF STANFORD UNIVERSITY

FORM 8: CATALOGING AND RELATED ACTIVITY - Instructions/Definitions

Cataloging and related activity is activity concerned with the identification, bibliographic description, and classification of library materials. All materials, regardless of format, which are cataloged or organized, whether temporarily or permanently, during the reporting year so that users can access them should be reported.

ONLY those departments/libraries WHICH CATALOG THEIR OWN MATERIALS should complete section 8.1. LIKEWISE, ONLY those departments which ORGANIZE MATERIALS FOR ACCESS should complete section 8.2. DO NOT report any cataloging or organizing activity which is done by the SUL Catalog Department because this will result in a duplicate count.

8.1 Cataloging: Section 8.1 should be completed only by the SUL Catalog Department; all Coordinate Libraries; any other department or library which does some or all of its own cataloging.

8.1.1 Titles newly cataloged: include full original cataloging records created, copy-assisted cataloging records created online (RLIN or LC) copy records used, printed LC copy records used, base (minimal) level records created, serials cataloging records created.

8.1.2 Titles recataloged and/or reclassified: count in this category any item for which there is an existing record (manual or online) in the library's catalog(s) and for which substantial intellectual work must be done to: (a) change the call number; (b) change the subject headings; and/or (c) modify the descriptive portion of the record. This category is intended to be a measure of the intellectual work involved in modifying an existing cataloging record. It does not refer to the actual online maintenance activity nor to any necessary conversion of a manual record. DO NOT count in this category the changes commonly made to existing records as a result of the receipt of added volumes or added copies.

In serials cataloging, this category includes changes in treatment of a serial (analyzed/unanalyzed/classed as separate; successive entry title changes (closing/adding link to new title; changes in format: monograph recataloged as a serial).

8.1.3 Number of volumes added copies/added volumes: applies to Coordinates only.

8.1.4 Number of added volume transactions: applies only to SUL. This is a count of added volume transactions, not pieces. If a four volume set is received for cataloging, unanalyzed, it should be counted as one cataloging record. No added volumes should be counted at the time of first cataloging. If volumes 2-4 of a four volume should be counted as one added volume

FORM 8: Instructions/Definitions, continued

transaction when all the added volumes are processed together. If 100 reels of film are received to add to an existing cataloging record at the same time, they should be counted as one added volume transaction. Note that the staff member cataloging a set for the first time should never be recording any count of added volumes. If an added volume is received and requires analysis, it should be counted as both an added volume transaction and as a cataloging record produced. However, the changes to set records which are frequently made as a result of the receipt of added volumes (addition of a note, added entry, or new holdings) are included in the added volume work and should not be counted as Titles recataloged/reclassified.

8.1.5 Number of added copies processed: definition applies to both SUL and Coordinates. Count in this category each added copy. If two copies of an item are received simultaneously, count as two added copies (if the item is already cataloged), or as one new cataloging record and as one added copy (if the item is new to the collection).

Ex: Master negative of a microfilm when a service copy is also cataloged (count service copy in appropriate cataloging category).

8.2 Titles (excluding manuscript and archival) NOT cataloged but organized for use: this category should be completed by all units within the libraries which organize (index, file, assign accession numbers, etc.), but DO NOT catalog titles, so that they will be accessible to users. Exclude manuscripts and archival materials. Report these in section 8.3.

Count only current year titles organized by the unit.* Include titles which are permanently organized and titles which are temporarily organized but will later be fully cataloged either by the unit or the SUL Catalog Department. Indicate whether the organization is permanent or temporary. When full cataloging occurs, that count should be reported in section 8.1.1 by the unit if the unit does the cataloging. If the Catalog Department does the cataloging, it will report the count.

DO NOT count titles which have been organized for the unit by the Catalog Department. These are reported by the Catalog Department.

*The cumulating, physical count of these materials should be reported on Form 5: Growth & Extent of Resources.

8.3. Manuscripts and archival collections

8.3.2.2 Number of sheets: to estimate, use 750 sheets per Hollinger box and 1,500 sheets per linear foot.

rev. 6/85

PENNSYLVANIA STATE UNIVERSITY 1985

Statistics/Dean's Office
Interlibrary/Intercampus Loan Report

Month _____
Fiscal Year _____

	Month	Year-to-Date
A. Non-PSU Activity		
1) I/O/S	_____	_____
2) I/R/S	_____	_____
3) I/O/R	_____	_____
4) I/R/R	_____	_____
B. PSU Activity		
1) L/O/S	_____	_____
2) L/R/S	_____	_____
3) I/O/R	_____	_____
4) I/R/R	_____	_____
C. Non-PSU		
Out-of-Region		
1) Items sent	_____	_____
2) Items borrowed	_____	_____
Out-of-Country		
1) I/S	_____	_____
2) I/B	_____	_____
Out-of-State		
1) I/S	_____	_____
2) I/B	_____	_____

Return to: Secretary, Manager Business Operations,
E505 Pattee

Distribution: Interlibrary Loan

PENNSYLVANIA STATE UNIVERSITY

Dean's Office Statistics/Interlibrary Loan

Data Element	Definition	Source
I/O/S	Count number of items in original sent to non-PSU libraries	HEGIS
I/R/S	Count number of items in reproduced format sent to non-PSU libraries	HEGIS
I/O/R	Count number of items in original received from non-PSU libraries	HEGIS
I/R/R	Count number of items in reproduced format received from non-PSU libraries	HEGIS
L/O/S	Count number of items lent in original/sent to PSU libraries	HEGIS
L/R/S	Count number of items lent in reproduced format/ sent to PSU libraries	HEGIS
I/O/R	Count number of items in original received from PSU libraries	HEGIS
I/R/R	Count number of items in reproduced format received from PSU libraries	HEGIS
Out-of-Region		
Items Sent (I/S)	Count number of items sent to non-PSU libraries outside OCLC region	PSUL
Items Borrowed (I/B)	Count number of items borrowed from non-PSU libraries outside OCLC region	PSUL

PENNSYLVANIA STATE UNIVERSITY

Dean's Office Statistics/Interlibrary Loan

Data Element	Definition	Source
Out-of-Country I/S	Count number of items sent outside USA	PSUL
I/B	Count number of items borrowed from outside USA	PSUL
Out-of-State I/S	Count number of items sent outside Pennsylvania	PSUL
I/B	Count number of items borrowed from outside Pennsylvania	PSUL

PENNSYLVANIA STATE UNIVERSITY

Statistics Report/Dean's Office
RISD (Public Services)
Unit Reporting _____

Month _____
Fiscal Year _____

	Month	Year-to-Date
A. Circulation (Include Manual Only)		
1) Cataloged Items	_____	_____
2) Uncataloged Items	_____	_____
3) Reserves	_____	_____
4) Others	_____	_____
TOTAL	_____	_____
B. Circulation by Patron Class (Manual Only)		
1) Faculty	_____	_____
2) Undergraduate	_____	_____
3) Graduate	_____	_____
4) Other	_____	_____
TOTAL	_____	_____

N.B. A. TOTAL and B. TOTAL
If not possible then, A.1) should agree with B. TOTAL.

Grand Total (A. TOTAL + C.)	_____	_____
C. Use/Report Where Applicable		
1) Patron Exit Count	_____	_____
2) Reference Transactions	_____	_____

D. Instruction. Report Activity in Your Unit Only

	Semester/Summer	Year-to-Date
1) Groups		
a) General Tours*	_____	_____
b) Course-Related Instruction Sections	_____	_____
c) Course-Integrated Instruction Sections	_____	_____
d) Credit Course Sections	_____	_____
TOTAL GROUPS	_____	_____

*Include Tours Conducted by Non-Faculty

Statistics Report/Dean's Office
RISD
Unit Reporting _____

	Semester/Summer	Year-to-Date
2) Students/Persons		
a) Persons in Tours	_____	_____
b) Students in Course-related Instruction	_____	_____
c) Students in Course-integrated Instruction	_____	_____
d) Students in Credit Courses	_____	_____
TOTAL Persons/Students	_____	_____
3) Students Contact Hours (Numbers of students x Number of class meetings x Number of hours for each meeting)	_____	_____
a) Course-related Instruction	_____	_____
b) Course-integrated Instruction	_____	_____
c) Credit Courses	_____	_____
TOTAL		
E. Reserves		
1) Items on Reserve	_____	_____
2) Total Items on Reserve	_____	_____
F. Reference Transactions		
Seventh week of Spring Semester only. (HEGIS Requirement.) Do not sample.	_____	_____

Return to : Secretary, Manager of Business Manager
E505 Pattee

Distribution:
Documents
Arch R R
Arts
E & M S
Engr
Life Sciences
Lending Services
Maps
Math
P S Room
Rare Books
Periodicals
Microforms
Archives
Gen'l Reference
Pollock
Physical Science

Dean's Office Statistics/RISD

Data Element	Definition	Source
Circulation	Count number of items charged manually to patrons. Do not include renewals. Include charge only, not discharge	LDCH*
Reference Transactions	Count number of information contacts with reference/ information personnel. Both reference and directional service is counted. Consultation can involve any source print or nonprint, computer database, or persons in or outside the library	HEGIS
Tours	Count number of orientation sessions to introduce users or potential users to services, facilities, or organization of the library. Tours conducted by any library staff should be counted	LDCH
Course-Related Instruction Sections	Count number of separate groups of students from a credit course receiving library instruction by a Libraries faculty member	PSUL
Course-Integrated Instruction Sections	Count number of separate groups as above for session integrated into credit course. English 218 is an example; the library component is written into the course syllabus.	PSUL

*Library Data Collection Handbook

PENNSYLVANIA STATE UNIVERSITY

Dean's Office Statistics/RISD

Data Element	Definition	Source
Credit Course Sections	Count number of separate sections of a credit course taught by Libraries faculty. If three sections of Library Studies 110 are offered during a semester the number 3 would be reported	PSUL
Persons in Tours	Count number of persons taking each tour. Tours are defined above.	PSUL
Students, CRI	Count number of students in each CRI section	PSUL
Students, Credit Courses	Count number of students enrolled in Library Studies Courses	PSUL
Items on Reserve	Count number of materials which have been removed for general collection and set aside for specific course or study use. Do not count photocopies.	LDCH
Total Items on Reserve	Count number of items from all sources placed on Reserve. Count photopies.	PSUL

PENNSYLVANIA STATE UNIVERSITY

Statistics/Dean's Office
Lending Services Report

Month _____
Year _____

	Month	Year-to-Date
A. Circulation/BH,KP,CES		
1) Circulation to Campuses	_____	_____
2) Circulation from Campuses	_____	_____
3) Total	_____	_____
4) Circulation by Patron Class		
a) To Campuses		
i) Faculty	_____	_____
ii) Student	_____	_____
iii) Other	_____	_____
TOTAL	_____	_____
b) From Campuses		
i) Faculty	_____	_____
ii) Student	_____	_____
iii) Other	_____	_____
TOTAL	_____	_____
N.B. 1) and a) TOTAL should agree		
2) and b) TOTAL should agree		
B. Exit Count	_____	_____
C. Service Periods/Report at end of fiscal year		
1) Hours Open/Typical Week		_____
2) Days Open/Typical Week		_____
D. Circulation/LIAS		
1) TOTAL UP Circulation	_____	_____
2) Circulation by Patron Class		
a) Faculty	_____	_____
b) Undergraduate	_____	_____
c) Graduate	_____	_____
d) Other	_____	_____
TOTAL	_____	_____
N.B. 1) and 2) TOTAL should agree		
3) Reserves	_____	_____
4) Total Use (1 + 3)	_____	_____

E. Items on Reserve

	Semester/Summer	Year-to-date
1) Items on Reserve	_____	_____
2) Total Items on Reserve	_____	_____

Return to: Secretary, Manager Business Operations, E505 Pattee

Distribution: Lending Services

PENNSYLVANIA STATE UNIVERSITY

Dean's Office Statistics/Lending Services

Data Element	Definition	Source
Circulation to Campuses	Count number of items charged to patrons at PSUL locations outside UP	PSUL
Circulation from Campuses	Count number of items received from PSUL locations outside UP to meet patron request	PSUL
Hours Open	Count number of hours main library is open for general use. Report in whole hours for typical week in Fall Semester	HEGIS
Days Open	Count number of days main library is open for general use. Report for a typical week in Fall Semester	HEGIS
Circulation/LIAS	Count number of items charged on LIAS. Do not include discharge. Generally, for out-of-library use.	ANSI
Reserves	Count number of items charged manually to patrons from Reserve materials	PSUL
Items on Reserve	Count numbers of items removed from Libraries collections and set aside for Reserve use. Do not count photocopies.	LDCH
Total Items on Reserve	Count number of items from all sources placed on Reserve. Count photocopies.	PSUL
Exit Count	Record here only not on RISD Unit Reporting form	PSUL

UNIVERSITY OF MINNESOTA

ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

INSTRUCTIONS

GENERAL INSTRUCTIONS

The Definitions used in these instructions are taken from the Higher Education General Information Survey (HEGIS), the Association of Research Libraries (ARL) or from the ALA Library Statistics: A Handbook of Concepts, Definitions, and Terminology. (ALA)

Do not leave any data items blank. Where there is no data to report, please enter "ZERO". If the category does not apply, please enter "N/A" for "not applicable".

EXPENDITURES

NOTE: For those library departments whose acquisition accounting is done in the Library Business Office, page 1, section b of the Annual Report - Statistical Data form will be completed by the Library Business Office. Information will be forwarded to you for your records.

Student-Work Study: Please report the total dollar amount expended for Work/Study salaries including the State and the Federal portions. For those reporting purposes for which only the State funds are to be reported, please footnote the Federal portion.

Binding Expenditures: Please report all binding expenditures including original binding, pam binding, and repair binding.

COLLECTION SIZE

NOTE: Central Technical Services will report the "Cataloged Volumes Added" and "Cataloged Volumes Withdrawn" for all units whose cataloging is done in Central Technical Services.

Reports on collection size are physical volume counts. "Cataloged" includes brief-listed as well as fully-cataloged volumes. Please note that the number of brief-listed volumes is requested as a sub-total of cataloged volumes.

There may be cataloging or brief-listings done in the individual units that are not counted by Central Technical Services. Please indicate those figures under the column "done by unit" - both for volumes added and withdrawn. The data from both CTS and the unit will be added together to report a total figure for each unit.

Government Publications refers only to such publications when they are not cataloged and are maintained in separate collections.

Manuscripts are assumed to be unbound materials principally in 8 1/2" x 14" formats, stored in "Hollinger" or "Paige" manuscripts storage boxes, or their equivalent. Manuscripts holdings are reported by continuous linear feet of storage space required to house the material.

Audio/Visual includes, but is not limited to: photographs, motion pictures, film strips. slides, film/tape programs, slide/tape programs, reel-to-reel tape recordings, cassette tape recordings, phono-disc, recordings, and video-tape recordings. Audio/Visual holdings are reported by physical item count.

Annual Service Hours

The statistics reported under "Annual Service Hours" are intended to reflect the total number of service hours available to the public at staffed service points during the year. The count must be based on the number of such hours provided, irrespective of the number of staff required or the kinds of services being provided, e.g., a single service point open 1000 hours a year with two staff on duty must be counted as 1000 hours, the same as a single service point with the same number of hours, staffed by one person at a time; or a single service point open 1000 hrs. a year providing both reference and circulation services must be counted as 1000 hrs., the same as a single service point with the same number of hours, but provides only circulation service.

CIRCULATION

Regular Loans to University Clientele are understood to include regular loans to University faculty, staff and students. Regular Loans to Non-University Clientele are understood to include loans to all other individual clients - e.g., individuals from industry, and other individual special privilege patrons. MINITEX loans and interlibrary loans should be excluded.
Short-term Loans include reserve, room-use charges, over-night loans, LRC. short-term loans, loans to make a photocopy, etc.

Renewals are to be reported as a separate line and not to be included in the count for regular loans.

INTERLIBRARY LOANS

Interlibrary Loan statistics will be reported by Interlibrary Loan units, MINITEX, and other interlibrary Loan programs.

Interlibrary loans are intended to include only institution to institution borrowing and lending. Interlibrary loans should not duplicate any of the loans reported in the categories under "Circulation".

To clarify the definition for reporting Interlibrary Loan and Borrow counts, we will be using the definition taken from Library Statistics: a Handbook of Concepts, Definitions, and Terminology and is as follows: "Count items borrowed and items lent, i.e.: completed transactions by physical volume, reel, microcard by the piece and unbounds by the piece."

PHOTOCOPIES

Number of Photocopies Made are to be reported by number of single photocopy exposures and should include photocopies made by staff for clientele and coin-operated photocopies made by clientele.

PROCESSING

All data submitted by individual library units should reflect processing activity taking place within that unit. Please report under column, "process by unit". Do not count processing that has gone through Central Technical Services. Central Technical Services will report the data for the processing activity done for subject libraries within the Central Technical Services Department.

The Bibliographic Control Planning Committee has set definitions to the following cataloging terms. Please note these definitions for completing the annual statistics.

Definitions

LC cataloging--cataloging with LC copy, whether full, CIP, or from NUC, regardless of number of changes made.

Other copy cataloging--cataloging prepared from another library's cataloging record. This includes member input NUC or LC, LC or member input base level cataloging which is upgraded to full, OCLC, NLM, or MnU copy.

Original cataloging--Full level cataloging for which there is no available record as defined in the above categories.

Temporary cataloging--Cataloging for which only a local paper record is made.

Base level cataloging--Original cataloging which follows the guidelines for RLIN base level records.

Partial cataloging or classification--Partial cataloging or classification only which is done on a record. The record will be counted by another individual as a full or base level record in his/her statistics when completed.

The serials data requested is required by both ARL and HEGIS using the following definition:

> "Publications constituting one issue in a continuous series under the same title published at regular or irregular intervals, over an indefinite period, individual issues being dated. Newspapers as well as publications appearing annually or less frequently are included in the definition."

The statistics from the Serials Records Division in Central Technical Services will be reported for all library units for whom they maintain records. Please report under column "process by unit" any material received direct and added directly by the unit and not counted by the Serials Records Division. The two figures will be added together to report a total figure for each unit.

REFERENCE AND INFORMATION SERVICES STATISTICS

A Central Reference Point refers to those reference desks which have scheduled staff reference hours. FTE refers only to the hours scheduled.

A Departmental Reference Point refers to those reference desks which have no designated reference hours. Staff in these libraries are "on call" all hours the library is open. FTE in departmental libraries refers to total staff.

Librarians referred to here include faculty, professional academic and civil service Librarians.

A search is a response to a single query, not the number of databases used to answer the query.

Orientation tours are tours not connected with a classroom lecture or courses.

A "unique" classroom lecture is defined as the preparation of one presentation which will be repeated in courses of the same title (eg., Comp. 101).

Less than full quarter courses are defined as a series of lectures; a totally integrated library unit with a subject course, etc.

PLEASE NOTE: Volume counts for cataloged volumes are not to include microforms either as cataloged or brief listed. If previous reported amounts included cataloged microforms, please adjust figures and footnote as such.

When reporting unit data, do not report statistics that have already been counted through CTS. Duplication of data will result in an overstating of our statistics.

200
ANNREP.INS

UNIVERSITY OF MINNESOTA

REPORT DUE: August 15, 1986
(Send to: Ellory Christianson, 499 OMWL)

Department _____
Unit _____

ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

EXPENDITURES	1985/86 FTE	$
A. Salaries and Wages		
Faculty		
Other Academic		
Civil Service - Professional		
Civil Service - Other		
Student - Regular		
Student - Work/Study		
TOTAL SALARIES AND WAGES		
Fringe Benefits		
B. Acquisitions and Binding		
Monographs		
Serials		
Other		
Binding		
TOTAL ACQUISITIONS AND BINDING		
C. Supplies, Equipment and Expenses		

UNIVERSITY OF MINNESOTA

ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

II. COLLECTION SIZE	done by CTS	1985/86 done by Lib. Unit	total
A. Cataloged Volumes Held at Year's End (physical vols.) (exclude microform and government documents)	_____	_____	_____
Cataloged Volumes Added	_____	_____	_____
Cataloged Volumes Withdrawn	_____	_____	_____
Number of Brief Listed Volumes included in "Cataloged Volumes Head..."	_____	_____	_____
B. Government Publications Held at Year's End (items)	_____	_____	_____
Government Publications Added	_____	_____	_____
Government Publications Wthdrwn.	_____	_____	_____

C. Manuscripts Held at Year's End (linear feet) _____

Manuscripts Added
Manuscripts Withdrawn _____

D. Maps Held at Year's End (sheets) _____

Maps Added _____
Maps Withdrawn _____

E. Audio/Visual Items Held at Year's End _____

Audio/Visual Items Added _____
Audio/Visual Items Withdrawn _____

F. Microcards Held at Year's End (cards) _____

Microcards Added _____
Microcards Withdrawn _____

G. Microfiche Held at Year's End (sheets) _____

Microfiche Added _____
Microfiche Withdrawn _____

H. Microfilm Held at Year's End (reels) _____

Microfilm Added _____
Microfilm Withdrawn _____

UNIVERSITY OF MINNESOTA

ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

III. ANNUAL SERVICE HOURS 1985/86

Number of Service Points _____

Total Number of Service Hours _____

IV. CIRCULATION

Number of Regular Loans to University Clientele _____

Number of Regular Loans to Non-University Clientele _____

Number of Short-Term Loans _____

Number of Renewals _____

V. INTERLIBRARY LOANS	*I.L.L.	**MINITEX	OTHER
A. Number of Loan Requests Received	_____	_____	_____
Number of Originals Loaned	_____	_____	_____
Number of Photocopies Loaned	_____	_____	_____
Total Number of Loans	_____	_____	_____
B. Number of Borrow Requests Received	_____	_____	_____
Number of Originals Borrowed	_____	_____	_____
Number of Photocopies Borrowed	_____	_____	_____
Total Number of Borrows	_____	_____	_____

VI. PHOTOCOPIES

A. Photoduplication _____

B. CDP Copiers _____

C. Coin-Op. _____
Total Number of Copies _____

*Figures to be supplied by I.L.L. - H/SS for I.T. and H/SS
**Figures to be supplied by MINITEX

UNIVERSITY OF MINNESOTA

ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

VI. PROCESSING 1985/86

A. Cataloging	process by *CTS	process by Unit	total
Number of Titles Receiving Original Cataloging			
Number of Titles Receiving Copy Cataloging			
Number of Titles Receiving Base Level, Partial of Temp. Cataloging (done to specification)			
Number of Added Copy/Location, or Vol. Cataloging by Transaction Count			
Number of Total Analytic Sets Made			
Number of Titles Withdrawn			
Number of Titles Receiving Abbreviated Cataloging (for units only)			
B. Acquisitions			
Number of Requests Received			
Number of Orders Placed (Number of Order Forms)			
Number of Titles Processed			
C. Serials			
Number of Current Serial Titles Received (Including Periodicals)			
Number of Serial Titles Received on Purchase			
Number of Serial Titles Received as Gifts			
Number of Serial Titles Received on Exchange			
Number of Claims Processed			
D. Binding			
Number of Volumes Bound			
E. Gifts			
Number of Pieces Received			
Number of Titles Processed			
Number of Linear Feet of Archives/ Manuscripts Received			
F. Archives/Manuscripts Processing			
Linear Feet Arranged and Described			
Linear Ft. Placed Under Temp. Control			

*Figures to be supplied by Central Technical Services

UNIVERSITY OF MINNESOTA
ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

VII. REFERENCE AND INFORMATION STATISTICS

A. Reference Service Points

	Central*(1) (Reference Desk Only)	Departmental*(2)
1) Staffing (FTE)		
*Librarians	_____	_____
Paraprofessional	_____	_____
Student	_____	_____
2) Hours of Reference Service (per week)		
Classes in session	_____	_____
Interim	_____	_____
3) Average # of Reference desk hours (per week)		
Librarians	_____	
Paraprofessional	_____	
Student	_____	

B. Computer Based Literature Search Service

	FTE	# of Staff
1) Staffing		
* (3) Librarians	_____	_____
Paraprofessionals	_____	_____
Student	_____	_____

2) Database Use

# of client *(4) searches completed	_____
Total number of databases searched	_____
# of individual databases searched	_____

List the 4 most heavily used databases

1. _____
2. _____
3. _____
4. _____

3) Database Users	% use by each
Faculty	_____
Graduate	_____
Undergraduate	_____
U of M Students	_____
Other non U of M Clients	_____
Non-profit Organizations	_____
Other (explain) _____	_____

*please refer to attached definitions and instructions

UNIVERSITY OF MINNESOTA
ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

4) Ready Reference Searching
Total cost of on-line ready reference searching _____

5) End User Searching

Is it available? _____
Number of clients
who use the service _____

C. Equipment

List all equipment used solely or partially for search services other than dedicated RLIN/OCLC terminals

RLIN/OCLC terminals

location	brand of terminal/ micro and printer	number	own or rent	speed

List dedicated terminals used primarily for reference work

	location	number	printer (yes/no)
RLIN			
OCLC			

*please refer to attached definitions and instructions

UNIVERSITY OF MINNESOTA
ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

D. Library Instruction

1) Staffing (FTE)
*Librarians _____
Paraprofessional _____
Other _____

2) *(5) Orientation Tours
Total # of tours given _____
Total # of people toured _____
% of tours for primary clientele _____
% of tours for non-University people _____

3) Classroom Lectures (45 min. - 2 1/2 hrs. - one-time presentation)

Course Number	Course _____	Number of Students	Is course required?

4) Less than Full Quarter Courses (2 or more presentations to the same class)

Course Number	Course _____	Number of Students	Is course required?	# of presentations

5) Credit Classes (Full Quarter)

Course Number _____
Course Title _____
Number of Students _____
Number of Credits _____
Is course required? ____yes ____no
Which quarter is it taught? ___F ___W ___S ___SSI ___SSII
How many times has this course been taught in the last five years? ____

*please refer to attached definitions and instructions

UNIVERSITY OF MINNESOTA
ANNUAL REPORT - STATISTICAL DATA
July 1, 1985 - June 30, 1986

Department _____
Unit _____

Course Number _____
Course Title _____
Number of Students _____
Number of Credits _____
Is course required? _____yes _____no
Which quarter is it taught? ___F ___W ___S ___SSI ___SSII
How many times has this course been taught in the last five years? ____

Course Number _____
Course Title _____
Number of Students _____
Number of Credits _____
Is course required? _____yes _____no
Which quarter is it taught? ___F ___W ___S ___SSI ___SSII
How many times has this course been taught in the last five years? ____

E. Fee-for-service (e.g., BASIS, BIS, ESTIS, etc.)

Name of service

_____

1) Staffing FTE

*Librarians _____
Paraprofessionals _____
Clerical _____
Students _____

2) Reference Transactions # of

Database searches _____
(included in database statistics)

Manual searches _____
(not included in Reference transaction statistics)

*please refer to attached definitions and instructions

UNIVERSITY OF ILLINOIS

ROUTINE FOR COUNTING STATISTICS

This library has adopted, in general, the recommendation of the Association of Research Libraries and the report form issued by the United States Dept. of Education as the basis for its statistics count.

If you catalog serials, please write "Serials" at the top of your report form. If you catalog both serials and monographs, submit separate report forms for each. Turn in a report form each month, even if you have nothing to report.

Titles: Typed copyslips: Count here all the typed copyslips ~~turned in~~ for new cataloging that have been turned in during the month, even if the cataloging is based on cataloging found elsewhere (e.g., in OCLC, NUC, LC).

UIUC theses: For doctoral theses, count 1 printed text title and item, and 1 microfilm title and item. For masters' theses, count 1 printed text title, and 2 printed text items.

Analytics: Do not count items added for analytics.

All other titles: Do not include in this column the titles already counted in the previous 2 columns.

Titles: OCLC printouts: Count here titles new to this library that are cataloged using printouts of matching cataloging found in OCLC. If titles are counted here, they are not to be counted in the preceding columns.

Titles recataloged: Count here ~~corrections/requested~~ bibliographic records in FBR for which corrections are requested. (Do NOT count authority records for which corrections are requested.) Count here also titles already represented in the UIUC card catalogs which are newly added to FBR, whether by means of typed copyslips or OCLC printouts. Count here also titles for which call number corrections in LCS are requested.

Titles processed uncataloged: Includes material added to a vertical file, or material received for cataloging which, on examination, proves to be an added copy or added volume.

Titles withdrawn uncataloged: This consists of material ordered on funds controlled by the unit that receives the material for cataloging. It also includes gifts authorized by the unit that receives them for cataloging. If it is determined that this material is not worth being added to the permanent collection, it may be discarded uncataloged. NOTE that this option is not available for material acquired in any other way (e.g. European blanket order material, cat. as sep. serials, gift collections accepted by Bibliographic Services or the Collection Development Officer, material acquired on general research funds)

Items added:

1) Printed text: Count ~~the number of~~ each copy of each physical volume received for cataloging. Count the volumes, even though they may later be bound together. However, if parts are issued in a single volume by the publisher, count only one volume. Do not count material in a pocket in the back or front of a volume, or laid loose in a volume. If you are cataloging broadsides or other separate sheets, count each sheet.

2) Microforms: Count and specify the number of reels of microfilm, the number of sheets of microfiche, the number of cards of microcards or microprint.

3) Computer files: Count the number of physical units on which the files are recorded (e.g., the number of floppy disks, cassettes, etc.)

Manuscripts:

4) When cataloging individual manuscripts or small collections, count each physical item (e.g., each volume or each sheet for loose manuscripts). When cataloging a large collection, give here the number of linear feet it occupies on a shelf or shelves.

5) Music scores: When cataloging a score with parts, count separately the score and each part.

6) Sound recordings: Count each physical item received for cataloging (e.g. each disc in an album, each cassette in a set).

7) Motion pictures and videorecordings: Count the number of reels or cassettes received for cataloging.

8) Graphic materials: Count each separate physical item; e.g. the number of flash cards in a set, the number of slides in a set)

9) Other: Count the number of separate units in the title being cataloged. Count the separate components in a kit, tne number of slides in a set of microscope slides, the number of separate maps in a set of loose maps. However, count a game as one item; do not count the number of pieces in the game.

University of Illinois at Urbana-Champaign

CATALOGING STATISTICS -- REPORT FOR THE PERIOD _____

	Titles: Typed copyslips			Titles: OCLC printouts		Titles recataloged	Titles processed uncataloged	Titles withdrawn uncataloged	Items added
	UIUC theses	Analytics	All other titles	Analytics	All other titles				
Printed text[1]									
Microforms (specify type)									
Computer files[2]									
Mss.									
Music scores									
Sound recordings									
Motion pictures									
Video-recordings									
Graphic materials[3]									
Other (specify)[4]									
TOTALS									

1. Includes books, broadsides, pamphlets, sheets.
2. Includes floppy disks, cassettes, etc.
3. Includes art originals, charts, filmstrips, flash cards, pictures, slides, technical drawings, transparencies.
4. Includes dioramas, games, kits, microscope slides, models, realia, cartographic material

UNIVERSITY OF ILLINOIS

Planning Reports

UNIVERSITY OF CALIFORNIA - IRVINE

May 9, 1985

To: Calvin Boyer, University Librarian
Technical Services Committee

From: Shirley Leung, AUL for Technical Services

Re: UCI Library Holdings Statistics

In October, 1984 the Technical Services Committee identified several topics to be addressed at an early date. One such topic is "to develop formats and procedures to ensure timely reporting of accurate and complete statistics on library holdings."

I have had the opportunity to delve into this topic in the last three to four months through 1) discussions with Mary Lou Wantland, members of the Technical Services Operations Group, Cynthia Butler, and the University Librarian; 2) a review of the statistics forms we are obligated to fill out regularly; and 3) a review of the monthly statistics forms currently sent to Mary Lou Wantland. I would now like to share with you my general observations, analysis of the problem, and recommendations as related to four aspects: definitions of the statistical categories; data gathering; data recording; data compilation; and data reporting. Unless specified, my comments pertain to technical services functions only.

(I am attaching some examples to demonstrate my remarks. These examples are not used to point out errors on part of individuals or departments, but to explain the problems we face. I very much appreciate Cynthia Bulter's permission for me to use the BML and MCL examples.)

A. Definitions of the Statistical Categories

While we maintain statistical categories which are similar to other libraries, occasionally the definitions of some categories vary among the agencies to whom we have to report the data. For instance, ARL uses the ALA definition for "volume" to include duplicates and bound volumes of periodicals, but exclude microforms, nonprint materials, uncataloged items, and government documents unless cataloged. UC Library Plans and Policies, on the other hand, has a rather lengthy but unclear definition of "volumes" which actually allows a UC library to count government documents as long as "they are formally organized, integrated into the collection, and available for use" and that they are not counted in other categories (see attachment 1). Although such definition variation for "volumes" has not posed a problem for UCI because we have consistently adhered to ARL's definition, it serves to demonstrate the complexity and the inherent difficulties of recording and reporting library holdings statistics.

Although I realize that the Public Services departments will work with the AUL for Public Services to review public services statistics, I did have the opportunity to look into the category of "circulation" and think it may be better served by a common definition. It appears that the Government Publications Department counts under in-library use as a part of their overall circulation statistics and other circulation units count only items checked out. This is a logical interpretation because we do include Reserve Book Room circulation statistics -- mostly in-library use -- in our total statistics. The question then is: should we include all reshelving statistics which reflects in-library use of our stack collections as a part of our total circualtion statistics?

B. Gathering of Data

There are obvious problems in the gathering of statistical data partly due to the fact that the reporting units are not aware of what categories we need to report, in what format, and to which agencies. For instance, we do not separate number of monographic volumes added by branch libraries and yet we are required to submit such data by Library Plans and Policies.

C. Recording of Data

For processing and holding statistics, the forms used should be revised to avoid confusion. While efforts have been made in some departments to standardize the forms for similar functions, old headings on other forms have not been revised and have caused considerable confusion.

Attachement 2 should demonstrate my point. Part II of the form has the sub-heading of "Acquisitions-Processing Statistics and is further sub-divided into A) Statistics of Holdings and B) Titles Cataloged (no longer used and is not shown on the example). While one may assume that Part A is meant for acquisitions statistics, one also finds the recording of withdrawn statistics which is a category maintained by units involved with cataloging. The form itself therefore has created some confusion. It was correctly set up some year ago when we were counting volumes acquired as volumes added to our collection.

D. Compilation of Data

This function is complex and labor-intensive. Each department submits to Mary Lou Wantland its monthly statistics sheets. Then posting sheets are made up for the compilation and cumulation of the monthly statistics (attachment 3).

Because of some of the problems related to data definition, data gathering, and data recording, the function of data compilation is duely affected. For instance, we are required to report to Library Plans and Policies "Total Number of Items Checked Out - Distributed by User Category". While the main

Library is able to report on this category through management data derived from CLSI, BML has not been provided the break-down by user category because they were not aware that they need to provide the data in the manner required by Library Plans and Policies. As a result, BML has been reporting only one total amount which has been systematically counted as "All Other". This means the UCI reported count for "All Other" has been over-counted whereas the counts for campus users have been under-counted.

E. Reporting of Data

Logically, if we can ensure as much accuracy as possible in our definition, gathering, recording, and compilation of data, the reporting of data should be error-free. If this has not been the case, the problem should be addressed separately.

RECOMMENDATIONS

Based on my observations and analysis, I recommend the following:

1. All department heads should have a general understanding of the statistical categories we need to maintain for reporting and management purposes and the definitions of these categories to ensure that UCI adheres to a common and consistent set of definitions. To facilitate this, I have gathered for your information a copy of the statistics forms required by ARL, UC agencies, ALA, and the U. S. Dept. of Education (HEGIS report). I consider these as the more important forms we have to fill out regularly (attachment 4).

2. Statistics for similar functions be recorded on standardized forms to be devised by the units involved. Given time constraints, I plan to meet with the affected individuals in small working groups to draft some preliminary forms which will then be reviewed by the Technical Services Committee and CDH. For instance, I plan to meet with Ruth Boyer, Jay Meyong, John Pitcher, Joyce Loepprich and Sylvester Klinicke to work on cataloging statistics; with Judy Bube, Marion Buzzard, and Eric MacDonald on Acqusitiions statistics.

3. Assign a statistical category code to each category we maintain and have the codes appear on the statistics forms -- this concept is similar to that of the Standard Industrial Code (SIC). The purposes are two: make it more convenient for the person compiling the data; and prepare for the automation of our statistics compilation and dissemination functions.

4. Identify points where holdings can be counted systematically. I subscribe to the view that a simpler gathering-recording-compilation process is less error-prone. I also recognize that certain categories are more dependent on individual gathering effort by their make-up. At present the catalogers are

responsible for counting "titles cataloged" as well as "volumes cataloged". "Volumes cataloged", however, is only a subset of "volumes added" (to the collection), which also includes serial volumes added through binding and check-in without going through the cataloging process. The result is that the person compiling holding statistics has to add together the numbers from multiple points to obtain the overall number. In my view, for the Main Library, the Marking Section may be a more desirable point to obtain the number for "volumes added" and possibly other formats added because it centrally handles the materials involved as our workflow stands at present.

5. Recording and reporting of holdings for DSL and BSL will be the responsibility of the Main Library. BML will be responsible for MCL. This does not appear to be clear at present.

6. All technical processing statistics be sent to my office and all public services statistics be sent to that of the ASL for Public Services. Our offices, working closely with Mary Lou Wantland, will be responsible for summarizing the monthly statistics to extract those categories needed by her for reporting purposes. This will ensure consistency in gathering and recording as well as simplify the process for compilation.

7. Consider and discuss at CDH the idea of establishing a statistical management information system whereby certain selected statistical categories be compiled and distributed on a monthly basis so that we all have an overview of the Library's activity in key areas. At present, each department is aware of activities in its area, but does not have a systematic way to relate them to the Library's overall activities. An overview of the ebb and flo for the Library as a whole should facilitate better understanding of how activities in one area may have direct, indirect, immediate, or latent effect on another area.

8. Identify those statistical categories we can rely on automated systems to provide. We have relied on CLSI for counting various categories; we should also be able to rely on ORION for some categories. It may be useful for those departments and individuals knowledgeable with these automated systems to make a thorough review of expanding our reliance on the systems' counting capabilities.

9. Each department critically review its workload statistics. For technical services departments, we are counting more categories than we have to report to campus, University, and external agencies. Many of these categories relate to workload. While it is the role of a responsible manager to monitor workload activities for performance, workflow, work assignment purposes, it is also the manager's responsibility to assess the purpose of each workload category maintained. Statistics recording is a time-consuming and laborious process. Like any other activity, we need to take an evaluative approach. Questions to ask are: Why are we keeping what we are keeping? Who uses the statistics we keep and how often? Can we deduce one set of workload

statistics from another ? Can we keep certain statistics on a project basis or on a sample basis when needed. I have asked the Technical Services department heads to consider these questions.

10. Given statistics has a tendency to go out of alignment, periodic reviews (e.g. biannually unless there are major changes) of our statistics activities should be made.

In summary, I think we can all agree that the functions of statistics gathering, recording, and compiling are complex, time-consuming, and necessary. I have no doubt that some of the problems and confusions we have experienced are shared by other libraries. The important thing is to identify these problematic and confusing areas and devise solutions so that we will have accurate data to meet our internal and external needs.

cc: Council of Department Heads (I will place this on the agenda of a CDH meeting in the near future.)
Dick Anthony/Mary Lou Wantland

University of California

"VOLUMES". A volume is defined as a physical unit of any printed, typewritten, handwritten, mimeographed, or processed work contained in one binding or portfolio, hardbound or paperbound, which has been cataloged, classified, and/or made ready for use. Count brief-cataloged volumes, including such permanently brief-cataloged bound or unbound material as foreign theses. Count separate items treated as volumes if they are formally organized, integrated into the collection, and available for use, e.g., bound serials, manuscripts, government documents, maps, pamphlets, theses, scores, and supplements, indices, and appendices if bound separately. Do not count these items again in other categories, which should include only items not counted under "VOLUMES".

In general, do not count material until it is decided to retain it in a permanent collection. If your unit regularly binds serials, do not count unbound serials. If unbound serials will be retained unbound permanently, count the volume equivalent and include with "VOLUMES". Do not count organized pamphlet collections, miscellaneous government documents, microforms, unprocessed collections, or material for which a decision on treatment is pending.

The two categories "Centrally counted"/"Locally counted" are for Berkeley General Library units; others may ignore these categories or change them to "Accessioned"/"Unaccessioned" or "Centrally processed"/"Locally processed", as desired.

"MANUSCRIPTS". A manuscript is defined as an archival handwritten or typewritten unit of material not counted under "VOLUMES" and available for use. Count each processed bibliographic unit.

"MAPS". Maps are sheets portraying a surface area of the earth, the moon, a planet, etc., or portraying schematically the solar system, the universe, the stars, etc. Count under "MAPS" both charts (sheets portraying features on the floor of a body of water or portraying geographical features such as climatic regions, magnetic variations, etc.) and cross sections (sheets portraying the contours or layers of the earth's crust as if seen from right angles to the surface). Count each processed bibliographic unit. Bound sheets of maps, charts, or cross sections should be counted under "VOLUMES".

"MICROCARDS", "MICROFICHES", "MICROFORM REELS", "MICROPRINTS". Count each physical unit: microcards by card, microfiches by fiche, microfilm by reel, and microprint by print.

"PAMPHLETS". Count pamphlets under this category only if part of an organized pamphlet collection. "Organized" may refer to some minimal filing device, such as the numbering system of the issuing body. Though pieces in pamphlet collections are usually unbound and slight in size, other items in the collection should be also be counted, e.g., stray bound volumes, individual numbers of a serial publication and serial documents. Do not count unbound issues of serials intended to be bound as such. Do not count unbound government documents not in organized pamphlet collections (see the next category), but count an organized pamphlet collection even if composed exclusively of government documents. Examples of organized pamphlet collections to be counted here include: city and regional planning pamphlets, trade catalogs, curriculum material, telephone directories, college and university catalogs, exhibition catalogs, annual reports, and reprint collections. Indecision to count pamphlets as "VOLUMES" or "PAMPHLETS" should be resolved on the basis of whether or not the pamphlets have received adequate permanent treatment, e.g., cataloging and incorporation into the collection.

ARL

Questions 1-5. Use the ALA definition for "Volume" as noted in Instruction 1 above. Include duplicates and bound volumes of periodicals. Exclude microforms, nonprint materials, uncataloged items, and government documents unless cataloged. (Government document volumes classed separately may be included if cataloged.) If any of these items must be included, please provide an explanatory footnote on p. 3 of the questionnaire.

U.S. Department of Education

VOLUMES (lines 2 and 4). For reporting purposes, a volume is a physical unit of any printed, typewritten, handwritten, mimeographed, or processed work contained in one binding or portfolio, handbound or paper bound, which has been cataloged, classified, or made ready for use.

TITLES (lines 3, 5, 6, 8, and 9). For reporting purposes, a title is a publication which forms a separate bibliographic whole, whether issued in one or several volumes, reels, discs, slides, or parts. It applies equally to printed materials, such as books and periodicals, as well as to audiovisual materials and microforms.

BOOK STOCK (lines 2 and 3). Report the library's cataloged collection(s) of books and other printed materials that are cataloged in the same manner as books and that are interfiled with, or that may be interfiled with, books. For example, a government document or a yearbook that has been cataloged as a book and shelved with books, is to be reported as book stock. Collections of government documents, pamphlets, paperback books, technical reports, manuscripts, memoirs, proceedings, transactions of societies, monographic and publishers' series, etc., that are not cataloged in the same manner as books should not be reported as book stock. Book stock may be cataloged by the Library of Congress, Dewey Decimal, or any other classification scheme adopted by the library.

Include printed government documents NOT in separate collections, but cataloged in the same manner as books in lines 2 and 3. Report printed government documents housed in separate collections in line 4.

MICROFORMS (lines 5, 6, and 7). Microforms are materials that have been photographically reduced in size for storage, protection, and inexpensive publication purposes, and which must be read with the help of enlarging instruments. Examples of microforms are: microfilm, microcard, and microfiche. These are also called microcopy and microtes. (All forms of microform are to be excluded from lines 2, 3, 4, 8, and 9, but are to be reported in lines 5, 6, and 7).

NUMBER OF PHYSICAL UNITS OF MICROFORMS (line 7). Microform holdings which are not reported on lines 5 and 6 should be reported here. For reporting purposes, each item of microfiche, microfilm and microcards should be counted as "One". Microform holdings reported on lines 5 and 6 should not be reported here.

AUDIOVISUAL MATERIALS (line 8). These are nonbook, nonmicroform library materials which require the use of special equipment in order to be seen and/or heard (e.g., motion pictures, audio recordings, filmstrips, slides, overhead transparencies, videotapes, video discs, mixed media (multi-media) kits, etc.; exclude microforms).

ALL OTHER LIBRARY MATERIALS (line 9). These are nonbook library materials which do NOT require the use of special equipment in order to be seen and/or heard (e.g., flat pictures, study print sets, maps, charts, games, etc. Exclude microforms).

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"GOVERNMENT DOCUMENTS NOT COUNTED IN ANOTHER CATEGORY". Count government documents which are being kept for use indefinitely and which are not counted in other categories that ordinarily include some government documents, e.g., "VOLUMES", "MAPS", the various microforms, "PAMPHLETS", etc. The material counted in this category should be government documents which:

a. Are not part of the general collection of counted volumes.
b. Are not in organized pamphlet collections.
c. Are not unbound issues of serials intended to be bound as such.
d. Are essentially monographic in character, though they may bear serial designations or be multi-volume.

The material may be bound or unbound, large or small, current or retrospective, but it must be available for use by some arrangement.

B. CURRENT SERIALS. Current serials refer to total current subscriptions rather than the count of non-duplicated titles requested in previous years. The count of current subscriptions should include gift, exchange, newspaper, P. L. 480 and government document subscriptions. Berkeley General Library units will distinguish between the two categories of serials (document and non-document) and note under REMARKS the number of newspapers included in the count, along with the number of non-document serials not represented in Serials Department files.

INTERLIBRARY TRANSACTIONS. Interlibrary loan statistics are supplied by each University campus library, combining data from its Interlibrary Loan and Interlibrary Borrowing units. All interlibrary loan transactions should be reported by total number of titles. Count each journal article as one title. Photocopies in lieu of loan should also be counted by title. Photocopies in lieu of loan consist of photocopy sent to other UC campuses under the Intercampus Library Program, and all other photocopy produced as a result of mail orders from non-UC sources. Direct and messenger loans to personnel of other UC campuses shall not be considered interlibrary loans even when the messenger is supported by the Intercampus Library Program.

1) "Briefliste": As of June 30, 1983, materials received and destined for permanent addition to the collections which are not fully cataloged but which are represented by one or more access points in a publicly accessible catalog and which themselves are available for use through the normal circulation procedures.
2) Inprocess: As of June 30, 1983, items received and destined for permanent addition to the collections which are proceeding through the processing stream to full cataloging.
3) Arrearage: As of June 30, 1983, all items acquired for the collection which are not included in the above categories.
4) Collection Size "total" should equal the sum total of briefisted, inprocess, and full cataloged volumes.
5) Average hours open/week (regular academic quarters) during which clientele has access to collection. If an undergraduate library is maintained, please identify and list separately.

*Headcount is estimated based on Library cards issued since 1981. 60,292 Library cards issued since 1981 are current but it is estimated that about 32,197 people are actively using their cards.

Question 6. Include duplicate subscriptions and government document serials; exclude monographic and publishers' series. Because of the number of questions raised regarding the counting of serials, we call to your attention the definition to be used for this survey.

> A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies.

PRINTED GOVERNMENT DOCUMENTS (lines 2, 3, and 4). A printed government document is any publication in book or serial form bearing a government imprint, (e.g., the publications of Federal, State, local, and foreign governments and of world organizations, such as United Nations, European Common Market, etc.).

CURRENT PERIODICAL SUBSCRIPTIONS. A periodical is a publication constituting one issue in a continuous series under the same title published at regular or irregular intervals, over an indefinite period, individual issues in the series being numbered consecutively or each issue being dated. Newspapers as well as publications appearing annually or more frequently are included in the defintion. REPORT NUMBER OF TITLES SUBSCRIBED TO, NOT THE NUMBER OF INDIVIDUAL ISSUES *(exclude duplicate subscriptions)*.

DIAL ACCESS (Lines 21 through 23). Exclude dial access transactions from the reporting of library loan transactions. Dial access is the distribution of instruction and educational information by cable and/or microwave link between two or more institutions or organizations. The transmission may take the form of radio, television, or computer data and there

INTERLIBRARY LOANS (lines 22 and 23). Report the number of items in original and reproduced format provided to and received from other libraries or library agencies that are not under the same administration, in response to specific title, author, or subject requests; exclude transactions by dial access.

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UCI LIBRARY: COUNTING FOR LIBRARY HOLDINGS

DRAFT

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
1. VOLUMES Count: each volume	a) all cataloged monographic volumes added to collection. b) all bound serial volumes added to collection	1. ML - Catalog Department - Marking Section	COUNT 1. all cataloged monographic volumes (including all added and replacement volumes added and withdrawn.) 2. all bound volumes received from Bindery and sent to Marking for processing. (DO NOT COUNT monographic volumes sent to Bindery; count only when they are received from Bindery.) 3. all cataloged government publications added. 4. all volumes relabelled if they are: 1) from ML to PSL or vice versa 2) from ML to BSL or vice versa 3) from ML to Special Collections or vice versa 4) from ML to BML or vice versa 5) from ML to MCL or vice versa (If a volume is relabelled from ML - Reference to ML - stacks -- DO NOT COUNT.)	ML, BSL, PSL
		2. Special Collections Department	COUNT 1. all newly cataloged monographic volumes including all newly added and withdrawn volumes.	Special Collections Department

*Based on definition issued by the University of California, Office of the Assistant Vice President - Library Plans & Policies

UCI Library
S. Leung
7/85
Revised 10/86

UNIVERSITY OF CALIFORNIA - IRVINE

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
1. VOLUMES (con't)			2. all serials volumes returned directly to Special Collections from Bindery through Serials Department.	
		3. Archives	COUNT 1. all serials volumes returned to Archives directly from Bindery through Serials Department. (Will report annually.)	Archives
		4. BML - Cataloging and Serials	COUNT 1. all cataloged monographic volumes (including all added and replacement volumes) added and withdrawn. 2. all volumes relabelled if they are: 1) from BML to MCL or vice versa 2) from BML to ML or vice versa 3) from BML to BSL or vice versa 3. all serials bound volumes	BML, MCL
2. PERSONAL MANUSCRIPTS Count: each item	any text in handwriting or typescript which may not be part of a collection of such texts, e.g. letters, diaries, etc.; in the aggregate may include correspondence, memoranda, maps, etc.	1. Special Collections Department	COUNT all materials added and withdrawn. (Will report annually.)	Special Collections Department
		2. Archives	COUNT all materials added and withdrawn. (Will report annually.)	Archives

UNIVERSITY OF CALIFORNIA - IRVINE

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
6. MICROCARDS Count: each card			This format has been discontinued; UCI holdings will remain static.	
7. MICROFICHE Count: each fiche		1. ML - Acquisitions Department	COUNT all microfiche added.	ML, PSL, BSL
		2. ML - Serials Department	COUNT all microfiche added and withdrawn.	ML, PSL, BSL
		3. Government Publications Department	COUNT all microfiche added and withdrawn.	Government Publications Department
		4. BML - Cataloging and Serials	COUNT all microfiche added and withdrawn through BML Cataloging and Serials.	BML, UCL
8. MICROFILM REELS Count: each reel		1. ML - Acquisitions Department	COUNT all microfilm reels added.	ML, PSL, BSL
		2. ML - Serials Department	COUNT all mircofilm reels added and withdrawn.	ML, PSL, BSL
9. MICROPRINTS Count: each print		1. ML - Acquisitions Department	COUNT all microprints added.	ML
		2. ML - Serials Department	COUNT all microprints added and withdrawn.	ML

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
10. PAMPHLETS	materials in an organized collection; "organized" may refer to some minimal filing device. e.g. telephone directories, college and university catalogs, annual reports, etc.	1. ML - Reference Department	COUNT all pamphlets added and withdrawn from Reference Department. (Will report annually.)	ML - Reference Department
		2. PSL - Reference Department	COUNT all pamphlets added and withdrawn from Reference Department. (Will report annually.)	PSL
		3. Special Collections Department	COUNT all pamphlets added and withdrawn from Reference Department. (Will report annually.)	Special Collections Department
		4. BML - Reference Department	COUNT all pamphlets added and withdrawn from Reference Department. (Will report annually.)	BML - Reference Department
		5. MCL - Reference Department	COUNT all pamphlets added and withdrawn from Reference Department. (Will report annually.)	MCL - Reference Department
11. GOVERNMENT DOCUMENTS Count: each piece	printed items bearing a government imprint and not counted under VOLUMES, MAPS, or PAMPHLETS.	Government Publications Department	COUNT all documents added and withdrawn from Government Publications Department collection. (Those serials volumes acquired for PSL and BSL will be counted by ML when they are received from Bindery.)	Government Publications Department

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
12. AUDIODISCS Count: each disc	a disc, usually of vinyl, on which a continuous, fine special groove is impressed. Also called phonodisc, phonograph record, recording, and variants of these forms.	ML - Catalog Department - Marking Section	COUNT all discs added and withdrawn from collection.	ML, PSL, BSL
13. AUDIO-CASSETTES Count: each cassette	permanently encased audiotapes that wind/rewind from reel to reel.	1. ML - Catalog Department - Marking Section	COUNT all cassettes added and withdrawn from collection.	ML. PSL, BSL
		2. BML - Cataloging and Serials	COUNT all cassettes added and withdrawn from collection.	BML, MCL
14. AUDIOREELS Count: each reel	audiotapes mounted on open reels and designed to play from reel to reel.		Not applicable to UCI at present.	
15. COMPACT DISC Count: each disc			Not applicable to UCI at present.	

UNIVERSITY OF CALIFORNIA - IRVINE

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNTS SEPARATELY FOR
16. VIDEOTAPES Count: each reel, cartridge, or cassette	magnetic tapes upon which audio and/or video signals are recorded for television use; may be on open reels or in cartridges or cassettes.	1. ML - Catalog Department - Marking Section	COUNT all reels added and withdrawn from collection.	ML, PSL, BSL
		2. BML - Cataloging and Serials	COUNT all reels added and withdrawn from collection.	BML, MCL
17. VIDEODISC Count: each disc	usually plastic on which are recorded video and/or audio signals; some are digitally recorded and used for listening or viewing or in a computer recording and systems; others are non-digital and are used for listening and viewing.	1. ML - Catalog Department - Marking Section	COUNT all reels added and withdrawn from collection.	ML, PSL, BSL
		2. BML - Cataloging and Serials	COUNT all discs added and withdrawn from collection.	BML, MCL
18. MULTI-MEDIA KITS Count: each kit	usually include more than one type of medium, intended for use as units in which no medium is clearly dominant.	1. Government Publications Department	COUNT all kits added and withdrawn.	Government Publications Department
		2. BML - Cataloging	COUNT all kits added and withdrawn.	BML, MCL
19. MOTION PICTURES Count: each title	length of film; with or without recorded sound, bearing sequence of images that create the illusion of movement when projected in rapid succession (usually 18-24 frames/second; maybe in cartridge, cassette, loop, reel.	Media Review Center	COUNT all films/motion pictures titles added and withdrawn from collection. (Will report annually.)	ML

UNIVERSITY OF CALIFORNIA - IRVINE

TYPES	DEFINITIONS*	AGENCIES RESPONSIBLE FOR COUNTING	SCOPE FOR COUNTING	COUNT SEPARATELY FOR
20. FILMSTRIPS Count: each title	rolls of film, usually 35mm wide, on which there is a succession of still pictures intended for projection one at a time.	Media Review Center	COUNT all titles added and withdrawn from collection. (Will report annually.)	Media Review Center
21. PICTORIAL ITEMS Count: each physical items	a) drawings and paintings in all media; b) printed pictures produced by relief, photographic, intaglio, and mixed technique; c) still photographic images produced by any technique.	1. Special Collections Department	COUNT all items added and withdrawn from collection. (Will report annually.)	Special Collections Department
		2. Archives	COUNT all items added and withdrawn from collection. (Will report annually.)	Archives
22. 35mm SLIDES Count: each slide	single transparent photographic images usually incased in cardboard or metal mountings and intended for projection.	1. ML - Catalog Department - Marking Section	COUNT all slides added and withdrawn from collection.	ML
		2. BML - Cataloging and Serials	COUNT all slides added and withdrawn from collection.	BML, MCL
23. MACHINE - READABLE DATA FILES	computerized databases or files; computer software	1. ML - Catalog Department - Marking Section	COUNT all data files added and withdrawn from collection.	ML, PSL, BSL
		2. BML - Cataloging and Serials	COUNT all data files added and withdrawn from collection.	BML, MCL

DUKE UNIVERSITY

Time permitting this will be discussed at the May 18, 1983 Public Services Meeting

PERKINS LIBRARY SYSTEM
Statistics Committee
Report

April 24th 1983

Members: Kathleen Eisenbeis, Asst. Documents Librarian
Margaret Knoerr, Head, Reference Dept., East Campus Library
Bert Livingstone, Biology-Forestry Librarian
John Lubans, Jr., Asst. University Librarian for Public Services
Ilene Nelson, Reference Librarian, Perkins Library
Anna O'Brian, Library Asst. Senior, Circulation Dept., Perkins Library
Joe Rees, Reference Librarian, Perkins Library (Chair)

Introduction: Following a Nov. 16, 1982 memorandum concerning reference statistics by John Lubans to public services librarians (copy attached) and a discussion of the subject at a subsequent meeting of public services librarians, this committee was appointed with the following charge:

> ...to study and recommend means by which to periodically count and publish the variety and magnitude of the Perkins Library System's reference activity.

At its first meeting on Dec. 17th 1982, the committee elected a chairman and set a deadline of July 1st 1983 for submitting a report to the AUL for Public Services. The committee divided primary responsibility among members as follows:

J. Lubans: Definitions of information activities to be counted;
A. O'Brian: Determination of service points at which statistics will be recorded;
M. Knoerr: Design of the data collection sheet (statistics form);
B. Livingstone: Exploration of the statistics sampling methods;
K. Eisenbeis: Identification of possible recipients and presentation of results;
I. Nelson: Survey and distribution to committee members of relevant literature on the subject of reference statistics; and
J. Rees: Chair.

Informal oral reports on the committee's progress and requests for input were made to the public services librarians during the committee's deliberations.

In a discussion of uses to which the collected statistics might be put, the following potential uses were noted:

a) Public relations--to demonstrate activities with which the library is involved;
b) Provide an indication of staff needs--at which locations, times and levels;
c) Provide a quantification for outside agencies which require these figures;
d) Provide information for planning and management generally--as for budget planning; and
e) Indicate trends and variations in library service.

General guidelines adopted by the committee were to work toward determination of the volume of inquiries at public service points, with differentiation between reference and "other," mainly directional, questions; differentiation among questions answered by professional librarians, support staff and student assistants; data collection by sampling rather than by a daily count made throughout the year; and development of a form as simple and flexible as practical for statistics-recording purposes.

Definitions of "reference" and "other" questions which the committee considers most appropriate are:

Reference: A transaction between user and library staff which involves the use, recommendation, instruction in or interpretation of one or more information sources, which include (but are not limited to) card catalogs, personal knowledge, the OCLC and TSDB terminals, people, other libraries and print sources such as indexes, abstracts, dictionaries, etc. Examples of reference questions are: How do I find periodical articles? What does this word mean? Where are the psychology books?

Other: A transaction between user and library staff which facilitates the use of the library or provides information of non-bibliographic nature. Sources of this information may be personal knowledge or materials describing the library or campus such as schedules, floor plans, maps and policy statements. Examples of "other" questions are those which request directions to the stacks, carrels, telephones or other facilities; directions for locating materials for which the user has a call number; assistance with mechanical operation of machines (photocopiers, microform readers, computer terminals, etc.); interpretation of library policy.

Generally, any questions not obviously "other" should be considered "reference."

These definitions and illustrations should be reproduced and made available to all people who will record statistics--by printing the definitions on the statistics collection form and by any other appropriate means.

The committee recommends that the survey form should be 8½" x 5½" in size and that it should be typeset and produced by Duke's Printing Services.

Statistics-recording points which the committee recommends for the surveys and their uniform symbols are:

Biology-Forestry Library	BF	Documents	DO
Catalog Information Desk	CI	East Campus Library	
Chemistry Library	CH	Circulation	EC
Current Periodicals	CP	Reference	ER
Divinity School Library		Reserve	ES
Circulation	DS	Engineering Library	EN
Reference	DR	Interlibrary Loan	IL
		Math-Physics Library	MP

Statistics-recording points, continued from previous page:

Music Library	MU
Newspapers and Microforms	NM
Perkins Library	
Circulation Department	PL
Reference Department	PR
Control Desk	PC
Undergraduate Library	UL

Concerning potential users, the committee feels that, although it is possible that other institutions might use to advantage the statistics collected, emphasis should be placed on needs of the Perkins Library System, Duke University and HEGIS, the federally-sponsored education statistics survey.

User service specialists at the Duke University Computation Center advised that it is necessary to determine just what purpose the statistics would serve and whether they would be tabulated manually or by computer. If the latter, recommended, method is used, there is greater likelihood of flexibility, accuracy and validity. DUCC personnel further advised that the SAS (Statistical Analysis System) package used by TUCC would be best suited to the library's needs, since it can do many things in many ways.

Sharon Poss, a social scientist at Duke who teaches courses in SAS statistics and SAS graphics, stated that the format of the survey form is critical for coding and entry of data. She was helpful in developing the survey form which the committee recommends for the trial period of statistics collection.

Otto Mays, Perkins Library Data Processing Specialist, noted that, although currently no one in Perkins works with the SAS package, data input can be done in Perkins or at TUCC, and SAS system guides are available in the Perkins Library System. He will continue to consult with us.

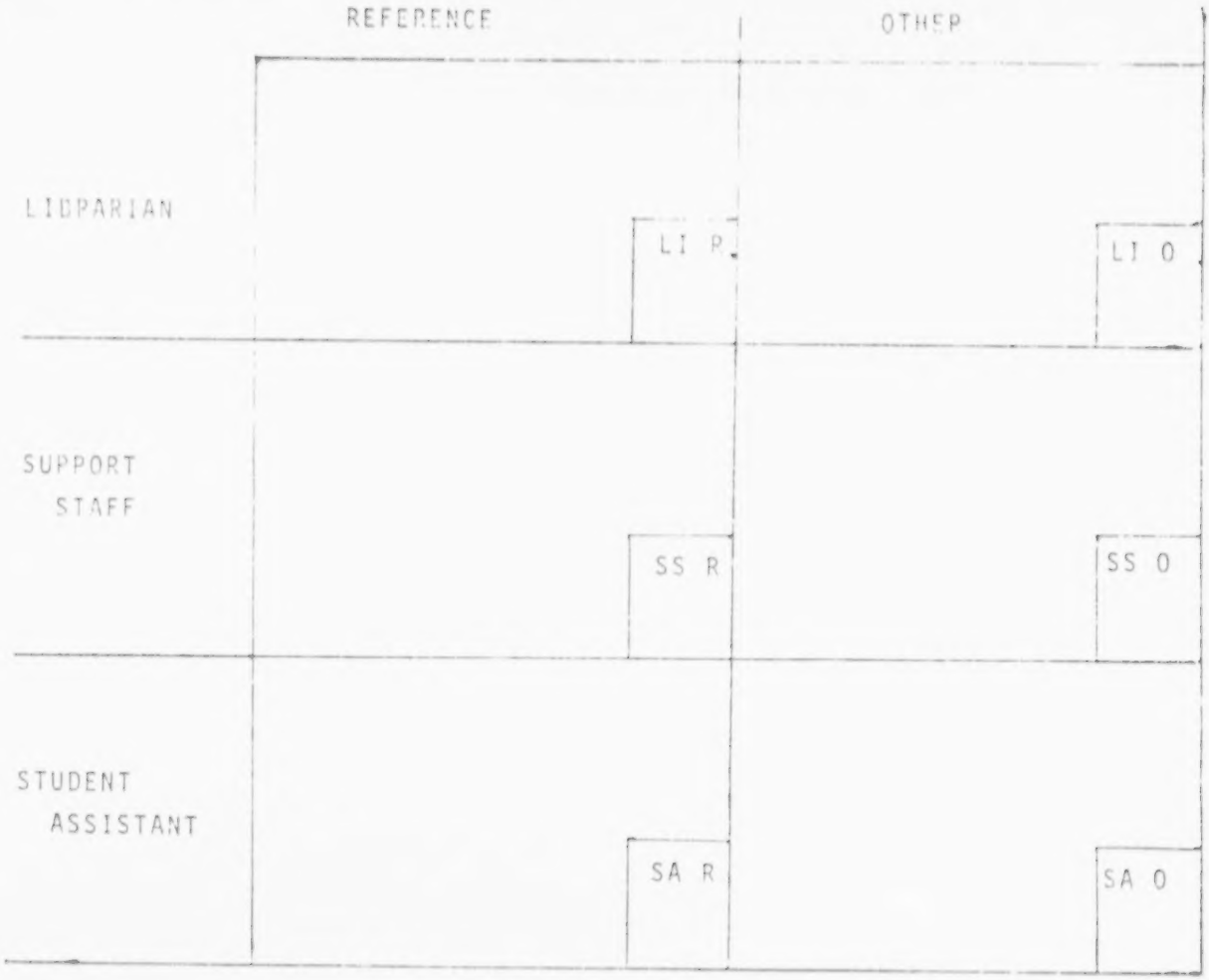
In keeping with its emphasis on simplicity and flexibility, the committee developed the statistics collection form on the following page.

DUKE UNIVERSITY
PERKINS LIBRARY SYSTEM
QUESTION SURVEY

SERVICE POINT _____ BEGINNING TIME _____ a p

month date year ENDING TIME _____ a p

DEFINITIONS OF TRANSACTIONS WITH SOURCES AND EXAMPLES ON OTHER SIDE



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

S P MO., DATE YR., BEGIN END L I - R L I - O

25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48

S S - R S S - O S A - R S A - O C I R C.

This form allows for variable time periods as appropriate for different schedules and collection points. It should require a minimum effort to complete (collection point, date, hours of collection, hash marks, and totals), and it should simplify the process of transferring information to computer-readable format. Spaces for totals during the collection time period are provided, as are definitions and a space for corresponding statistics for the number of items charged out by the appropriate circulation department, for purposes of noting correlations.

Using annual statistics kept by the Perkins Library Reference Department in the 1970's, Ken Reckhow, Assistant Professor of Forestry; one of his students, John Butcher; and Bert Livingstone made calculations of sample sizes for random sampling of days based on the entire year and by summer, fall and spring periods.

There was discussion on the desirability of making a daily count, difficulties involved in administering 50 or more days of separate counts in random sampling and whether weeks might be effective sampling periods.

The committee also held lengthy discussions concerning the two types of surveys (probability samples and judgmental samples) and what can be done with each--based on information from William Edward Deming's Some Theory of Sampling (Wiley, 1950).

Probability samples are more difficult and time-consuming to administer, but they can be used for statistical analysis, whereas judgmental samples can not. Neither can judgmental samples be used to define a "typical" time period, determine trends in library use or compare libraries or service points within libraries.

Since a reliably-designed random sample study (probability sample) involves considerably more time and administrative supervision than a judgmental sample, the committee recommends that the latter be undertaken initially. Such a sample will identify the number and kind of questions being asked and the category of staff involved at the various service points during designated time periods.

The committee recommends further that a one-year pilot survey be made, using the judgmental sample method, with a week chosen from the 1983 fall term, a week from the 1984 spring term and a week from the 1984 summer session for collection periods, with the AUL for Public Services to choose which weeks will be used (see attached sheet for Mr. Lubans' listing of these weeks).

Statistics Committee Preliminary Report, page 6

On the completion of this year-long survey, it should be evaluated as to whether to continue sampling by this method, to consider other sampling methods, to collect statistics daily throughout the year, or to look at other alternatives.

Respectfully submitted,

May 2, 1983.

cc: Mr. Elvin Strowd, University Librarian
AUL's
Public Services Librarians of Perkins Library
Library Staff Committee members not included above.

Some publications which the committee found useful in its deliberations are:

Deming, William Edwards. Some Theory of Sampling (Wiley 1950).

Emerson, Katherine. "National reporting on reference transactions, 1976-78," RQ, vol. 16, no. 3 (spring 1977) pp. 199-207.

Halperin, Michael. "Reference question sampling," RQ, vol. 14, no. 1 (fall 1974) pp. 20-23.

Balay, Robert and Christine Andrew. "Use of the reference service in a large academic library," College and Research Libraries, vol. 36, no. 1 (January 1975) pp. 9-26.

Question Survey Guidelines

DEFINITION	SOURCES	EXAMPLES
REFERENCE is a transaction between user and library staff which involves the use, recommendation, instruction in, or interpretation of one or more information sources.	Information sources include, but are not limited to, card catalogs, personal knowledge, the OCLC and TSDB terminals, people, other libraries and print sources such as indexes, abstracts, dictionaries, etc.	How do I find periodical articles? What does this word mean? Where are the psychology books? Who was Kyoto Nabumo? Where is "volume nine" (i.e. Value Line)?

DUKE UNIVERSITY

76

DEFINITION	SOURCES	EXAMPLES
OTHER is a transaction between user and library staff which facilitates the use of the library and/or other libraries on campus.	Information sources include personal knowledge and materials describing the library such as building use schedules, floor plans, and policy statements.	Directions to stacks, carrels, telephones or to other campus facilities. Directions for locating (all circulation aspects) materials for which the user has a call number. Assisting users with the mechanical operation of machines such as photocopiers or microform readers. Interpretation of policy.

DUKE UNIVERSITY LIBRARY

INTER-OFFICE MEMORANDUM

go ahead
11-17-82

To: All Public Services Librarians

From: John Lubans, Jr.

Subject: Reference Statistics Date: November 16, 1982

Public Services units keep count of a variety of activities. That there is a general concurrence can be seen from the accepted use of our "Statistics: Use of the Library" form. Parts I (Circulation) and III (Miscellaneous) are faithfully kept. My discussions with each of you about "statistics" in general lead me to believe the numbers recorded are indeed accurate measures. What I'd like to pursue further is how to succinctly deomnstrate to ourselves and "outsiders" the reference function in public services work. The reasons I have why this tally (Part II of the form) is now rarely kept include that: it is difficult to find the time to keep track of an intermittently occurring activity in the face of other daily demands; there is some confusion among staff about the categories of questions; and, there is uncertainty and doubt about the purpose and value of such an enumeration, especially since the quality of answers is unknown.

To me and others there are a few good reasons to quantify our reference activities; namely:

1. To rationalize, ~~in~~ for staffing purposes, the extent and complexity of this activity. This would be a factor in a decision to ask for new staff or to shift existing staff within Public Services.

2. To observe long range trends in service for program evaluation. Here a simple example would be the impact an orientation program has on types of reference questions; a more complex example, were such data available, would be to compare ratios of staff/questions/students against other libraries.

3. To meet requirements placed on us by outside agencies. For example, HEGIS annually requests a "typical week's" reference transactions from us.

I would like to discuss this at the Wednesday Public Services meeting. As a result of the discussion, if supportive, I will likely appoint an ad hoc committee to help me draft a procedure for your further consideration to measure reference activity in an efficient, (perhaps through a sampling technique), manner.

Thank you.

JL:srw

cc: Elvin Strowd
Bill Gosling
Florence Blakely

DEPT. _____ DUKE UNIVERSITY LIBRARY DATE _____

STATISTICS: USE OF THE LIBRARY

PART I CIRCULATION

A. CARREL CHARGES _____

B. OTHER INSIDE CHARGES _____

C. TOTAL INSIDE CHARGES _____

D. RESERVE READING CHARGES

1. Inside Use _____

2. Outside Use _____

3. Total reserve charges

E. ANNUAL LOANS

F. FOUR-WEEK LOANS _____

G. TOTAL (E & F) _____

H. TOTAL RECORDED USE

(C + D.3 + G) _____

I. BOUND PERIODICALS RESHELVED _____

J. OTHER CHARGES

1. Items added to local reserves _____

2. Items charged to other units for reserves _____

3. Charges to Interlibrary Loan Dept. _____

4. Items added to storage _____

5. Other _____ _____
(specify)

_____ _____

K. CALL-INS _____

L. HOLDS _____

M. OVERDUE NOTICES _____

N. NUMBER OF BILLS SENT _____

O. FINES COLLECTED

1. No. _____

2. Amt. _____

P. OTHER _____
(specify)

PART II REFERENCE

A. REFERENCE QUESTIONS _____

B. OTHER QUESTIONS _____

C. TOTAL QUESTIONS (A & B) _____

D. CLASSES/TOURS GIVEN: No. _____

Number of students _____

E. C.A.R. SEARCHES _____

F. OTHER _____
(specify)

_____

_____

_____

July 1, 1985

New York University
A private university in the public service

Elmer Holmes Bobst Library
Social Sciences Center

70 Washington Square South
New York, N.Y. 10012

24 January 1984

MEMORANDUM TO: Public Services Staff

FROM: Statistics Task Force
M.Kesselman, G.Rossi, S.B.Watstein

RE: Summary and Recommendations

BACKGROUND

As you know, the Statistics Task Force was formed to (1) review the collection and publication of statistics and data related to the measurement of reference service, and (2) identify and recommend the inclusions, definitions, procedures and policies concerning reference service statistics and data. Through two questionnaires, the Task Force familiarized itself with the perceptions and opinions of Reference and Information Desk Personnel. We formulated a recommendation concerning reference measurement with the following goals: (1) develop a means of measuring reference which would minimize the workload of gathering the statistics, (2) develop a means of measuring reference which would retain the potential to supply detailed statistics on the reference process to satisfy internal and external data communication needs at all levels, (3) develop a means of well-defined categories of measuring reference which would assure the accuracy of the statistics.

RECOMMENDATIONS

The significant points about the new system are:

(1) The backbone of reporting will no longer be the collection of the most basic and routine statistics on a day-to-day basis.
(2) The heart of the new system will be a series of sample statistics to be collected at various times throughout the year that reflect high, medium and slow usage.
(3) Reporting may also involve, at each center's discretion, or, as otherwise needed, the collection of additional statistics.
(4) Reporting is kept simple with clear definitions for categories to encourage the fullest reporting possible.
(5) Reporting is based on intellectual as well as physical activity.
(6) Desk transactions are reported in two categories only, eliminating the difference between long and short questions.

SESQUICENTENNIAL CELEBRATION 1831 1981

IMPLEMENTATION

The Task Force proposes the following points to implement the new system:

(1) It is recommended that a pre-test of the collection of sample statistics begin in February 1984.

a. A sample form is proposed (see Table 1).
b. The sample form will be tested in two locations at Bobst each month for a total of two months, as follows:

February	Reference7, Reference9
March	Reference1, Reference9

c. Reference9 will serve as the control center.
d. During the sample months, the collection of daily reference statistics as they are now being taken will cease in the test sites.
e. The sample form will also be tested at GBA in March.

(2) The collection of additional statistics, based on departmental needs, can also begin in February 1984, see examples attached, (Tables 2-4).

(3) The Task Force will schedule meetings with Public Service Centers that will be test sites to explain the system in greater detail as follows:

Thursday, January 26	Reference7 & 9, 1pm
Friday, February 3	Reference1, (morning time)

(4) A meeting will be scheduled with GBA staff as well.

(5) The system will be evaluated in April, 1984, and, if positively evaluated, we propose beginning to use the new form and sampling in June 1984.

LAST NOTES

Those interested in seeing the complete final report, including the questionnaire tabulations and sampling methodology employed, may contact one of the Task Force members.

Also, please note that a bulletin explaining procedures of the new system including definitions and examples is forthcoming. Thank you for your cooperation.

SBW/dvn

REFERENCE STATISTICS FOR THE WEEK OF _____

	REFERENCE TRANSACTION SHORT	REFERENCE TRANSACTION LONG (5MIN+)	REFERENCE TRANSACTION TELEPHONE	DIRECTIONAL TRANSACTION IN PERSON	DIRECTIONAL TRANSACTION TELEPHONE	TOTAL
PUBLIC CATALOG						
REFERENCE 1						
REFERENCE 7						
UN COLLECTION						
REFERENCE 9						
IMC						
MUSIC						
	Circ. Records:		Special Mat.:		Total:	

NEW YORK UNIVERSITY

181

7/84

NEW YORK UNIVERSITY

DEFINITIONS OF TRANSACTIONS*

Directional Transaction -- an information contact which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing the library, such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are directions for locating facilities such as rest-rooms, carrels, and telephones; directions for locating library staff; directions for locating materials for which the user has a call number; supplying materials such as paper and pencils; and assisting users with the operation (mechanical) of machines. Directional assistance that is provided as part of a reference transaction should not be counted here.

Reference Transaction -- an information contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. Information sources include print and nonprint materials, machine-readable databases (including computer assisted instruction); library bibliographic records, excluding circulation records; other libraries and institutions; and persons both inside and outside the library. A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again. A contact which includes both reference and directional service is one reference transaction. Duration should not be an element in determining whether a transaction is reference or directional.

*Definitions are taken from: Library Information Handbook: Handbook of Standard Terminology for Reporting and Recording Information About Libraries. Prepared for the National Center for Education Statistics. National Center for Higher Education Management System, 1979, p. 205-207.

DAILY REFERENCE STATISTICS

REFERENCE CENTER - PC, 1, 7, 9, AFC, GBA (PLEASE CIRCLE) *SEE OTHER SIDE FOR DEFINITIONS

DATE _____

	REFERENCE TRANSACTION SHORT	REFERENCE TRANSACTION LONG (5MIN+)	REFERENCE TRANSACTION TELEPHONE	DIRECTIONAL TRANSACTION IN PERSON	DIRECTIONAL TRANSACTION TELEPHONE	GRAND TOTAL
9-10						
10-11						
11-12						
12-1						
1-2						
2-3						
3-4						
4-5						
5-6						
6-7						
7-8						
8-9						
9-10						
10-11						
TOTAL						

NEW YORK UNIVERSITY

83

DEFINITIONS OF TRANSACTIONS*

REFERENCE TRANSACTION -- an information contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources, by a member of the reference/information staff. Information sources include print and nonprint materials, machine-readable databases (including computer assisted instruction); library bibliographic records, excluding circulation records; other libraries and institutions; and persons both inside and outside the library. A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the source is not consulted again. A contact which includes both reference and directional service is one reference transaction. If the question takes more than five minutes to answer, then it should be counted as a long reference transaction. However, duration should not be an element in determining whether a transaction is reference or directional.

DIRECTIONAL TRANSACTION -- an information contact which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing the library, such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are directions for locating facilities such as rest-rooms, carrels, and telephones; directions for locating library staff; directions for locating materials for which the user has a call number; supplying materials such as paper and pencils; and assisting users with the operation (mechanical) of machines. Directional assistance that is provided as part of a reference transaction should not be counted here.

NEW YORK UNIVERSITY

Definitions are taken from: Library Information Handbook: Handbook of Standard Terminology for Reporting and Recording Information About Libraries. Prepared for the National Center for Education Statistics. National Center for Higher Education Management System, 1979, pp. 205-207.

PUB184

NEW YORK UNIVERSITY

September 30, 1985

TO: NANCY KRANICH
FROM: MARTY KESSELMAN

RE: STATISTICS TESTING AND PROCEDURE

In testing I wished to determine if any of the sampling periods (slow, medium, high or all weeks) were significanly different in comparison with the data we had for the 1982/83 complete year we used as a base. The null hypothesis, then, is that there was no significant difference between the (slow, medium, high, all) weeks we sampled during 1984/85 with the weeks from the 1982/83 data.

Because our sample size was small, less than 30, I used a T Test (see below). With the T Test, if the calculated T scores are greater than the positive or negative T score from the table, the null hypothesis is rejected and the findings can be said to be significantly different from what would normally be expected.

T TEST DATA

sampling period	N	$\bar{X}$	s	$s_{\bar{x}}$	T score calculated	T score from table
High	3	5290	798	461	-.354	4.303
Medium	7	5373	1059	400	3.205	2.447
Slow	5	2508	309	138	2.362	2.776
All	15	4068	1310	338	.447	2.145

With our data, I found that our sample of medium weeks was significant. This is really not surprising in that the mean for medium weeks was higher than that for sampled high weeks. As I previously pointed out to you it is very difficult to guess which weeks will be medium or high weeks (with a few exceptions). I would strongly recommend combining medium and high weeks into one group and for the 1985/86 year only stratify our sampling into two periods -- regular (medium & high combined) and slow weeks, which can easilly be isolated (summer weeks, intersessions, winter and spring breaks).

Based on the 1984/85 data, the sample sizes required for 85/86 would be:

REGULAR: 11 weeks (error of plus or minus 500) ($\bar{X}$ =4848 s =838)
SLOW: 3 weeks (error of plus or minus 400)

If you agree, I chose the following weeks randomly:

Slow Weeks: June 9, July 7, August 18

Regular Weeks: Sept 23, Oct 21, Nov 11, Dec 2, Dec 9, Dec 16, Feb 24, Apr 14, Apr 28, May 12, May 19.

Please let me know if you wish to add additional weeks before I send a list of weeks to be sampled to the reference centers.

On the next page I have summarized the procedure that should be followed in coming year

SAMPLING PROCEDURE FOR REFERENCE STATISTICS

1. Calculate the mean and standard deviation for slow and regular weeks from sampled weeks.

2. To get yearly totals multiply the mean for slow weeks by the number of slow weeks for that year (summer weeks, intersession, winter and spring breaks). Also multiply the mean for regular weeks by the number of regular weeks. Then add these two sums together. For 1985/86 there are 22 slow weeks and 30 regular weeks.

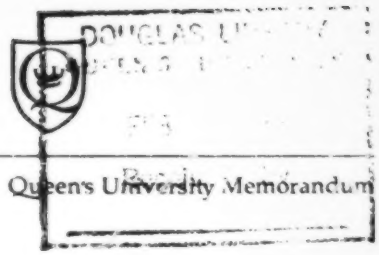
3. Determine the sample size needed for slow and regular weeks based on the samples of the previous years using the following equation:

$$N=\left(\frac{Z(s)}{E}\right)^2$$

where N is the sample size needed, Z is the accuracy desired (1.96 for 95 percent confidence limit, s is the standard deviation for slow or regular weeks and E is the error you wish to allow for).

4. Number the weeks of the year from 1 to 52, select out slow weeks based on the school calendar (intersession weeks, winter and spring breaks, summer weeks) and then choose randomly (I picked out numbers from a paper cup) the appropriate number of slow and regular weeks.

QUEEN'S UNIVERSITY



To: Mrs. McBurney

From: Dianne Cook, Chairman, Statistics Committee, Douglas Library

Date: January 1983

Subject: Final Report of the Statistics Committee

The Statistics Committee was called at the end of April 1982 with the following terms of reference:

1) to study methods of recording statistics, in all areas of the library services, technical and public, to ensure that the results are compatible and comparable across the library system;

2) to recommend workload statistics to be kept at the unit level, and to ensure that these also are recorded in such a way as to be compatible and comparable across the system;

3) to recommend which workload statistics should be kept within the unit, for use as and when required, and which should be recorded in the monthly summaries submitted to the Front Office;

4) to ensure statistics kept meet the requirements of OCUL, CARL, and ARL.

Though the Committee was originally to report in August, vacation schedules made it impossible to get all the members together until the fall. By that time Mr. Morley had returned and Barbara de St. Remy had moved into Acquisitions, so Mr. Morley was asked to take Barbara's place as a member of the Committee.

It was decided that in order to complete work as soon as possible it would be necessary to divide the Committee into two subcommittees, one to look at public services', and the other to look at technical services' statistics. In order to ensure that no member would have to attend two sets of meetings, we asked for extra representatives from the faculty libraries. We are grateful to Melanie Harris, Jeffrey Johnson and Mr. Mahalingam for their time and their substantial contribution to the work of the Committee.

To:

From:

Queen's University Memorandum

Date:

Subject:

The Committee as a whole had quickly established that statistics as presently gathered satisfied the requirements of Statistics Canada, the Canadian Association of Research Libraries and the Association of Research Libraries. We could not find that the Library regularly reported statistics to the Ontario Council of University Libraries. The subcommittees, then, concentrated their discussions on the remaining three terms of reference.

The results were revised forms for reporting public and technical services statistics, some revised and some added definitions, and a few general recommendations outlined below.

1) We recommend that it be a general principle that the statistics regularly reported on the official forms not be regarded as an accurate reflection of workload, but as a record of the development of the Library's collections and of the kinds of services offered to the public.

2) We recommend that pertinent workload statistics be maintained in each unit and supplied to the administrative office upon request.

3) We recommend that changes in the method of reporting statistics become effective May 1st 1983, to coincide with the beginning of the new fiscal year.

4) Each subcommittee recommended a minimum level of workload statistics to be maintained so that they were comparable across the system:

   The public services group felt that the only records that should be maintained in this way were the ones reported on the official form. On the whole, they felt, the operations in the different sections were so different that each would need to maintain its own statistics for its unique operations. Any additional statistics required for specific purposes could be obtained from a special short-term study set up so as to be compatible across the system.

To:

From:

Date:

Subject:

Queen's University Memorandum

The technical services subcommittee agreed on a list of workload statistics not on the official forms which could be maintained so as to be compatible across the system. The list was as follows:

Acquisitions
- requests recieved: monthly, by fund
- titles searched: monthly
- requests cancelled: monthly
- correspondence: by time as necessary
- orders typed: monthly
- orders filed: by time as necessary
- mail sorting: by time as necessary
- preparing invoices, cheque requisitions, transfer slips, refund slips, etc.: by time as necessary
- activities relating to Customs: by time as necessary
- activities relating to CBEC: by time as necessary
- activities relating to Gifts and Exchanges: by time as necessary

Serials, Continuations, Newspapers
- activities similar to Acquisitions recorded as above
- pieces received: monthly
- updating loose-leaf services: by time as necessary
- Kardex maintenance:

Cataloguing, Processing (including processing done by Serials)
- added copies, added volumes: monthly by volume
- recataloguing: monthly by volume
- transfers: monthly
- activities relating to rush cataloguing: by time as necessary
- activities relating to physical processing: by time as necessary
- authority work: by time as necessary
- resolving barcode problems: monthly
- resolving inventory problems: monthly
- searching for cataloguing copy: by time as necessary

Machine-readable records
- records amended: as necessary

However, Technical services people also felt that it would be necessary for each unit to decide what additional workload statistics were necessary for that unit. Douglas Library Acquisitions, for example, was the only unit that dealt with binding and microfilming of theses and customs. The Law Library had a heavier load of looseleaf services to be filed than any other unit, except Documents perhaps. Health Sciences compiled special statistics for submission to various medical library associations.

To:

From:

Queen's University Memorandum

Date:

Subject:

The Statistics Committee provided a useful forum for ensuring that statistics were compatible across the system. While we found that in many cases statistics were comparable, there were a few exceptions. The public services subcommittee spent some time on ensuring that reference questions and computer searches were counted in the same way. The technical services subcommittee found that certain items on the official form had been interpreted differently in the past, and was able to ensure that all unit heads now interpreted the definitions in the same way.

Appended are drafts of revised forms for gathering statistics along with revised definitions (Appendix 1). It is recommended that definitions for public services statistics remain on the back of the statistics form. In the case of technical services statistics, the categories of data kept have been expanded onto the back of the form. We recommend a separate sheet for definitions in this case.

Also appended are the reports of the two subcommittees. The Technical Services' (Appendix 2) report is the final report. Marcia Stayer had left Queen's before the Public Services Subcommittee which she chaired had had a chance to see the draft final report (Appendix 3). As a result, there were some amendments to that report which have been written in.

On behalf of the members of the Committee:

Sandy Casey
Mai Chen
Bill Morley
Susan Denyer
Peter Girard
Amelia Laing
Marcia Stayer
David Wang
Gwen Wright

Dianne Cook

Dianne Cook, Chairman,
Statistics Committee.

QUEEN'S UNIVERSITY

Bibliographic Operations & Collections Monthly Statistics: Definitions

Additions to Library Holdings

This category includes items when they have been fully processed, are under full bibliographic control, and are available for public use. Inclusion in this category or one of the sub-categories within it does not preclude inclusion in categories in the other column. For example, a monograph title might be searched, ordered, received, catalogued, bound and physically added to the library collection within the same month, so that it would be represented in each of these categories. Uncatalogued backlogs or uncatalogued collections (e.g. art exhibition catalogues, Bible Collection, etc.) are not included in this category. These excluded categories and others of a similar nature should be counted within each concerned library unit and the total count reported annually to the Chief Librarian. Each branch library should keep internal statistics as to the number of volumes added to its collection; recording such on this form in this category may lead to a double count.

Physical volumes added: a total volume count of processed volumes not previously owned or counted as part of the library collection, usually a newly catalogued or added volume. For example, ten copies of one title are ten volumes added to the library, although only one title catalogued.

Volume: a physically processed unit of printed material

Physical volumes withdrawn: a total volume count of physical volumes no longer part of the library collection.

Net volumes added to collection: ascertained by subtracting the number of volumes withdrawn from the number of volumes added.

Pamphlet: in this context, a printed pamphlet not processed as part of the regular collection, i.e. not classified according to the classification scheme in use, and not listed in the machine-readable data base; would include, for example, vertical file material, etc. Annual reports are not to be considered as pamphlets, but as uncatalogued collection.

Serials

A total count of active serial titles (continuations and periodicals)

Acquisitions

Title: a bibliographic unit; includes all library materials for which an order or catalogue record is prepared, regardless of form, e.g. books, serials, microforms, etc.; does not necessarily exclude other materials added to collection by other routes; no correlation with number of volumes added to the collection as, for example, one title may consist of two or more volumes and two or more titles may be included in one volume.

Titles searched: limited to pre-order and pre-cataloguing searches for bibliographic identification and verification of holdings which are not part of the cataloguing process. For example, bibliographic searches by the Pre-Cataloguing Section of the DL Cataloguing Unit or by individual cataloguers are not included in this category.

Volumes: a physical unit of printed material

Continuation: a serial with a frequency of once a year or less which is paid for upon receipt rather than on a subscription basis. Includes monographic series, analyzed series, annuals, series with contents notes, sets intending to be completed after a period of time, etc.

Documents Unit (items): a mail count of physical units of printed material

Documents Unit (items):
received or processed by Documents Unit; in case of unbound serials, also the physical unit, e.g. issue, number, etc.; does not include documents added to library collections through other channels such as Monograph Orders Unit, Cataloguing Unit, Law Library, etc.

Cataloguing/Coding

Records each title brought under full bibliographic control. Cf. Title above

Binding

Volumes are counted as they are shipped off campus to the binder. This category does not record volumes as they are prepared by individual library units, e.g. branch libraries, Periodicals Room, etc., and forwarded to another Unit, e.g. Serials Unit, for shipment off-campus - this count is made when the latter ships to the binder. Generally speaking, figures would be recorded in this category by the Serials Unit, Documents Unit, Special Collections Unit, and the three faculty libraries only. Records of volumes prepared for binding are part of an individual library unit's workload and an internal statistic.

Machine-readable records

Record: a bibliographic unit; includes titles and added volumes but not added copies

Upgraded: addition of information to change a 'short' bibliographic record to a 'full' bibliographic record; includes upgrading of call number, author and title only, addition of title information, imprint, subject headings, etc.; does not include change or addition of information in one field only, e.g. change of name, addition of copy, etc.

Conservation

Procedures considered as preventative conservation measures designed to retard deterioration of library materials. The following should be included in conservation statistics: oiling library bindings; cleaning phonodiscs, microfiche, microfilm, 16 mm. film, computer tapes; storing microfiche in acid-free envelopes and microfilm in acid-free boxes; putting printed materials in acid-free envelopes; making especially-designed acid-free containers for printed materials; deacidification of paper; cleaning and/or mending paper and bindings; Mylar encapsulation; putting pamphlets in pamphlet bindings; photocopying brittle materials

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Report of the Technical Services Sub-Committee on Statistics

Members of the sub-committee were Dianne Cook, Mai Chen, V. Mahalingam, Sandy Casey, Judy Fraser and Susan Denyer. The sub-committee met on five occasions. The following is a summary of the discussions.

1. Statistics as presently compiled meet the requirements of OCUL, CARL, and ARL.

2. The 'Bibliographic Operations & Collections Monthly Statistics' sheet was discussed in detail. The sheet was amended as attached.

   a. i. The left side of the sheet records bibliographic control of materials; the right side records acquisition and cataloguing activities.
   ii. Sections for recording serial subscriptions, conservation activity and machine-readable record activity were added.
   iii. It was suggested that a section be added for recording individual titles in microform sets. This could be recorded annually under Miscellaneous Comments.
   iv. Definitions for each category of statistics were discussed. A separate sheet of definitions should be issued and should be referred to by persons compiling the statistics for their areas.
   v. Statistics are intended to reflect the growth of collections and should not be taken as an accurate picture of workload statistics.

   b. Technical Services units should report statistics on public service activities when they reflect work load, e.g. ILL searching, answering questions at the Serials Checking File, etc.

   c. Public Services Units should report annual statistics on uncatalogued materials received directly in their Units and not recorded elsewhere.

   d. Any changes in the methods of compiling statistics should be deferred to May 1, 1983.

3. Work load statistics

   a. Work load statistics are kept at the Unit level to:
   - create standards
   - indicate regular activities of staff
   - indicate variations in work flow
   - assist staff in evaluating how well they are performing
   - justify positions
   - assist in planning future organization and work flow
   - assist in cost analysis

   b. Work load statistics may be kept on a regular basis to meet the first five objectives in 3a and to provide statistics for monthly reports. Other work load statistics may be gathered on a sampling basis as necessary

   c. The following work load statistics should be kept by all

   Acquisitions
   - requests received: monthly, by fund
   - title searches: monthly
   - correspondence: by time as necessary
   - orders typed: monthly
   - orders filed: by time as necessary
   - orders received: monthly
   - mail sorting: by time as necessary
   - preparing invoices, cheques requisitions, transfer slips, refund slips, etc.: by time as necessary
   - activities relating to Customs: by time as necessary
   - requests cancelled: monthly
   - orders placed: monthly

3. Work load statistics (cont'd)

c. Acquisitions (cont'd)
- activities relating to CBEC: by time as necessary
- activities relating to Gifts and Exchanges: by time as necessary

Serials, Continuations, Newspapers
- activities similar to Acquisitions recorded as above
- pieces received: monthly
-updating loose-leaf services: by time as necessary
- Kardex maintenance:

Cataloguing, Processing
- new titles: monthly by title
- added copies, added volumes: monthly by volume
- recataloguing: monthly by volume
- withdrawals: monthly by volume
- transfers: monthly
- activities relating to Rush cataloguing: by time as necessary
- activities relating to physical processing: by time as necessary
- authority work: by time as necessary
- resolving barcode problems: monthly
- resolving inventory problems: monthly
- searching for cataloguing copy: by time as necessary

Binding
- monthly

Conservation activities
- monthly

Machine-readable records
- new records added: monthly by bibliographic record
- records upgraded: monthly
- records amended: as necessary

d. It is recommended that work load statistics be kept in the Unit and be provided to Library Administration as requested.

QUEEN'S UNIVERSITY

STATISTICS COMMITTEE

Subcommittee on Public Service

The Subcommittee on Public Services met twice, 2 November and 7 December 1982. All members were present at both meetings.

Keeping in mind the value of a series of statistics is directly related to the length of time they have been maintained in the same format, we examined carefully every entry on the PUBLIC SERVICES MONTHLY STATISTICS (PSMS) form (DL-170-75(2) APPENDIX B and the draft PSMS form (APPENDIX A). We studied the methods of recording statistics in the several areas and recommend the following:

Data to be Sent to the Front Office

A. Draft PSMS

Definitions:

Reference Question: A non-directional query usually leading to the use of library materials or instruction (APPENDIX E)

CARS Search: Using one search strategy for one ~~data~~ base (Can be a number of files--e.g., a search strategy run on DIALOG's ERIC and Historical Abstracts files would be 1 search; the same search done as above and then on BRS' Dissertation Abstracts file would be 2 searches).

Library Instruction: Formal library instruction, usually by appointment and geared to the needs and level of the person/group.

1. PUBLIC SERVICES MONTHLY [STATISTICS] would be more accurately labelled [DATA].

NO (2) "Computer Assisted Reference" should read "CARS Searches".

OK 3. Add "Library Instruction" to the "Information/Reference Services" section, after "Reference (30 min.)" and before "CARS Searches".

OK 4. Under "Use of Library Materials", "In-house use" add "Reshelved by Staff". This clarifies what is being counted where reshelving policies vary - e.g., the Law Library expects users to reshelve books; Info/Ref Unit instructs users NOT to reshelve.

NO (5) Add to this form space for the "Number of Hours Spent at Approved Meetings."

B, DAILY STATISTICS form DL-127-73 (APPENDIX C) needs to be changed to correspond to changes adopted for form DL-170-75 (2).

Internal Data Collecting

Consistency in reporting statistics is essential if a given figure is to represent the same workload in all cases, but the Subcommittee agrees that this does not require internal forms to be of the same design for all reporting areas. Where comparative data is needed for several libraries, it is more efficient to mount a simultaneous study of a given length of time for a given purpose than to regularly collect data in many units which may never be needed.

Internal statistics often reflect the needs of the individual libraries and cannot be standardized.--e.g., Some statistics kept in the Health Science Library are required by the ACMC and the AAHSL (American Association of Health Sciences Libraries).

Where internal data better reflect the workload or are needed to determine staffing needs, we should continue collecting that data as before. We examined all internal data collection forms and recommended discontinuing the collection of data deemed too expensive in time for the result achieved. We recommended that Law discontinue keeping data presently gathered on the form labelled APPENDIX D. The number of persons occupying the library (to determine seating needs) can be gathered as needed or by spot checking. ILL should discontinue keeping statistics on the total requests sent out. It has been clearly shown that the average number of requests sent out for each title received is two. A sampling may be taken later if there is reason to do so. (APPENDIX J).

The study was useful to the members because it allowed us to submit our internal statistics to the scrutiny of our colleagues. No new areas of collection are needed at this time. We suggest that new statistics gathering forms and procedures be put into place simultaneously for all libraries, presumably at the beginning of the new fiscal reporting year.

Forms and other material considered are attached as Appendices.

DATE: May 7, 1985

TO : Paul Mosher

FROM : Beth Weil Beth
Chair, Task Group on Vital Signs and Statistics

SUBJECT: Recommended Changes to Public Service Statistics - Summary

Currently (and for many years) all Public Service Units have reported statistics quarterly to the Research Services/Public Services Administrative Assistant and annually to the Administrative Services Administrative Assistant. Although, in general both sets of statistics seek the same information, variations between specific statistics and definitions of these statistics require Public Service Units to now count and calculate these statistics twice. Confusion between the various definitions and reporting forms affects the accuracy of our statistics

The proposed recommendations attempt to streamline the statistic collecting and reporting procedures, by eliminating duplicate reporting and duplicate cumulations of statistics. Minor changes have been suggested which will improve the statistics ability to accurately reflect workloads. Public Service Quarterly Statistics which are not reported on the Annual Statistics and which do not seem to provide useful data have been recommended for deletion.

The Task Force on Vital Signs believes that streamlining this process will decrease the workload of all Public Service Units and produce more accurate and meaningful statistics. Because these statistics will be in Lotus, we will have the flexibility to explore our report preparation with a minimal outlay of manpower.

cc: Task Group on Vital Signs
Donna Arrowood

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DATE: May 8, 1985

TO : Public Services Group

FROM : Task Group on Vital Signs and Statistics*

SUBJECT: Revision of the Public Service Statistics

Attached are our recommendations for changes to the current public service quarterly statistics; they have been reviewed by Paul Mosher. Our primary goal has been to eliminate duplicate counting and reduce the number of statistics we keep without impairing the knowledge gained from these statistics.

Time of implementation is critical; we would like these changes to occur in time for the new statistical year, which begins July 1. Please call any member of the Task Group if you have questions which you would like answered before the PSG meeting on May 14th.

*Beth Weil, Chairman; Liz Salzer; Bonnie Egerman; Ann Latta

cc: Donna Arrowood

Attachments: General Recommendations
Form B - Recommended Changes
Form C - Recommended Changes
Form B
Form C

BW/rb

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RECOMMENDATIONS - GENERAL

1. Public Service Statistics continue to be reported quarterly.

2. All annual circulation and reference statistics (including those for the Annual Statistics) be compiled from the quarterly statistics by the Research Services Administrative Assistant using Lotus (or other suitable program).

3. Public Service Quarterly Statistics will continue to contain some information not included on the Annual Statistics. However the Annual Circulation and Reference statistics will not ask for information not preseent on the quarterlies.

4. In previous years, Quarterly Public Service Statistics have been cumulated separately from the Annual Statistics on a January - December or September - August year. We recommend cumulating the quarterly statistics once,based on the SUL Annual Statistic year, July - June. Because minimal use of these other cumulations has been made, this change should not have adverse effects.

5. We count reserve and bibliographic instruction/orientations in the academic quarter to which they have relevance, rather than on strict calendar quarters. Many orientations appear to be done in summer quarter, although actually they are done during the first week of the fall quarter which frequently falls in September.

RECOMMENDED CHANGES TO PUBLIC SERVICE STATISTICS - FORM B

Public Service Quarterly	Statistic	Recommended Change	Comments
Student Advisory Consultations	1.4	Delete	Currently these statistics are only used by Meyer, Green and Cubberley libraries. Other libraries treat them as long reference questions. We suggest these be counted as long reference questions. (See Individual Information Contacts below.)
Term Papers	1.41	Delete	
Dissertations Consultations	1.42	Delete	
Group Information Presentations	2.3	Delete	Defined as presentations to groups who aren't personal users fo the library, visiting committees etc.
Publications	3	Delete	Not included in annual statistics. To the best of our knowledge, no one uses these numbers for any purpose.
Bibliographies	3.1	Delete	
Guides	3.2	Delete	
Newsletter	3.3	Delete	
Publ. Policies	3.4	Delete	
Acquisition Lists	3.5	Delete	
Displays	4	Delete	
Number of Displays	4.1	Delete	
Time to Prepare	4.2	Delete	
Service Hours			
Information Service Points	5.2	Delete	Difficult to differentiate between hours open, which we will keep.
Hours Open	5.1	Change	Recommend keep on an annual basis only and differentiate between academic year, summer quarter and intersession.
Individual Information Contacts	1	Change	Suggest include an estimation of the length of time these questions take, so that we may make an estimate of the total amount of the time spent on reference. This will also include student Advisory Consultations.
Directional over 15 minutes	1.1		
Reference over 15 miniutes	1.2		

100

STANFORD UNIVERSITY

RECOMMENDED CHANGES TO PUBLIC SERVICE STATISTICS - FORM C

Public Service Quarterly	Statistic	Recommended Change	Comments
General Circulation	1.1	Change	Currently the statistic for general circulation (1.1) includes TIS, ILL, FASTBOOK and loans to UCB (A - D). We recommend that TIS, ILL, and FASTBOOK statistics be reported separately but that on-site loans to UCB patrons be incorporated into the figure for general circulation (See attached form). We also suggest that we no longer collect statistics on direct transactions to a UCB library since few units report or use this figure.
On-site loans (to UCB except via ILL)	a	Change	
Direct to a UCB Library	b	Delete	
Other Circulation	1.3	Change	Present definition includes Library Use Only charges. We suggest that LUO's be reported as a subset of general circulation and that "other circulation" refer to film rental and any other transactions not reported in general or reserve circulation statistics (Items 1 - 8 of attached form).
Availability	4	Delete	The manner which this statistic is obtained is inconsistent among library units and is difficult to obtain.
Intra-library Lending	N/A	Addition	Recommend adding to quarterly statistics to make them consistent with annual statistics.
Circulation by Patron Category	N/A	Addition	Recommend that statistics come from automated circulation system when available.
Interlibrary Lending and Borrowing Requests	N/A	Addition	Included in annual but not in quarterly statistics. Suggest that these figures be collected quarterly.

Proposed Form B

STANFORD UNIVERSITY LIBRARIES: PUBLIC SERVICES STATISTICS FORM B: INFORMATION SERVICES

_____ (LIBRARY UNIT)

1. Individual Information Contacts

	Up to 5 mins	5-15 mins	Over 15 mins
1.1 Directional[1] S☐ C☐			
1.2 Reference[1] S☐ C☐			

	# Persons Contacted	Total Time Spent
1.3 Data Base Searches		
1.31 Paid Searches		
1.32 Ready Reference Searches		
~~1.4 Student Advisory Consultations~~		
1.41 Term Paper Advisory Service		
1.42 Dissertation Consultations		
1.5 Visitors		

	# of Groups	# of Persons
2. Group Information Contacts Total		
2.1 Orientation Activities Subtotal		
2.11 Tours		
2.12 Lectures		
2.2 Instructional Activities Subtotal		
2.21 Bibliographic Courses		
2.22 Bibliographic Lectures		
~~2.3 Presentations~~		

3. ~~New~~ Publications Issued Total _____

- 3.1 Bibliographies _____
- 3.2 Guides _____
- 3.3 Newsletters _____
- 3.4 Published Policies _____
- 3.5 Acquisitions Lists _____
- 3.6 Other (specify) _____ _____

4. Displays

- 4.1 Number of Displays _____
- 4.2 Number of hours spent in preparation _____

5. Service Hours

- 5.1 Hours open per typical week _____
- ~~5.2 Information Service hours per typical week~~ _____

[1]Sample (S) or Cumulative (C) data. Please mark appropriate box.

See instructions for details

PS-B Rev: 12/81

102

STANFORD UNIVERSITY

131

132

STANFORD UNIVERSITY LIBRARIES: PUBLIC SERVICES STATISTICS FORM C: USE OF COLLECTIONS

_____
(LIBRARY UNIT)

1. CIRCULATION TRANSACTIONS

1.1 General Circulation* _____

1.2 Reserve Circulation _____

1.3 Other Circulation _____

SUBTOTAL _____

1.4 Department charges

For reserve in another unit _____

Repair, binding & Finishing, etc. _____

SUBTOTAL _____

TOTAL _____

*Includes the following:

A. To TIS _____

B. To ILL (including via UCB courier) _____

C. To UCB (except via ILL):

a) On-site loans _____

b) Direct to a UCB Library _____

c) Via FASTBOOK _____

Total to UCB _____

D. Via FASTBOOK (on campus) _____

2. RESERVES PLACED

	Courses	Titles	Volumes
2.1 Undergraduate Courses	_____	_____	_____
2.2 Graduate Courses	_____	_____	_____
Total	_____	_____	_____

	TOTAL	DAILY AVERAGE
3. UNRECORDED USE[1] (S ☐ or C ☐)	_____	_____
4. AVAILABILITY[1] (S ☐ or C ☐)	_____	_____

5. OCCUPANCY[2]

10:30 a.m. _____

3:30 p.m. _____

8:30 p.m. _____

10:30 p.m. _____

[1]Sample or Cumulative data as available (see instructions)

[2]Sample data (see instructions)

PS-C Rev: 12/81

STANFORD UNIVERSITY

PROPOSED PUBLIC SERVICES QUARTERLY STATISTICS FORM C

1. General Circulation _____
   (a) Library Use Only Charges _____
   (b) Department Charges _____
2. To SUL via FASTBOOK _____
3. To U.C. via FASTBOOK _____
4. To SUL Interlibrary loan _____
5. T.I.S. _____
6. To Other units for Reserve _____
7. Intra-library lending _____

Subtotal general circulation _____

8. Reserve circulation _____
9. Other circulation _____

TOTAL RECORDED CIRCULATION _____

10. Unrecorded Use _____

11. INTERLIBRARY LENDING ACTIVITY: No. of requests received from non-Stanford libraries
    Filled in original format _____
    Filled in reproduced format _____
    TOTAL Requests Filled _____
    TOTAL Requests Not Filled _____
    TOTAL NUMBER OF REQUESTS RECEIVED _____
    INTERLIBRARY BORROWING ACTIVITY: No. of requests made to non-Stanford libraries
    Filled in original format _____
    Filled in reproduced format _____
    TOTAL Filled _____
    TOTAL Not Filled _____
    TOTAL NUMBER OF REQUESTS MADE _____

STANFORD UNIVERSITY

PUBLIC SERVICES STATISTICS (cont.)

12. RESERVES PLACED	Courses	Titles	Volumes
a) Undergraduate Courses	_____	_____	_____
b) Graduate Courses	_____	_____	_____
Total	_____	_____	_____

13. OCCUPANCY

10:30 a.m.	_____
3:30 p.m.	_____
8:30 p.m.	_____
10:30 p.m.	_____

Selected Reading List

1. Vasi, John. Budget Allocation Systems for Research Libraries. Occ. Paper Number 7. Office of Management Studies, Association of Research Libraries, January 1983. 37pp.

2. Bommer, Michael and Chorba, Ronald W. Decision Making for Library Management. White Plains, N.Y., Knowledge Industry Publications, 1982. 178pp.

3. Office of the Executive Director of Universitywide Library Planning. The University of California Libraries: A Plan for Development. Berkeley, California, Systemwide Administration, 1977. 210pp.

4. Lester, Daniel W., "Twenty Years After Clapp-Jordan: A Review of Academic Library Funding Formulas," p.79-90 in Financing Information: Services: Problems Changing Approaches & New Opportunities for Academic & Research Libraries, ed. by Peter Spyers-Duran. Greenwood Press, 1985.

5. McDonald, Joseph. "Designing a Decision Support System (DSS) for Academic Library Managers Using Preprogrammed Application Software on a Microcomputer." Library Software Review. 5(1):9-15. January/February 1986.